PNM

Public Safety Power Shutoff Plan 2025

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Appendix A – High Fire Risk Area Maps

Technical Glossary

ABBREVIATIONS AND ACRONYMS

AAR	After Action Report
API	Application Programming Interface
CMR	Crisis Management and Resilience Team
CRI	Composite Risk Index
DOC	Distribution Operations Center
EOC	Emergency Operations Center
ERC	Energy Release Component
FEMA	Federal Emergency Management System
FWZ	Fire Weather Zones
GIS	Geographic Information System
HFRA	High Fire Risk Area
IC	Incident Commander
NERC	North American Electric Reliability Corporation
NFDRS	National Fire Danger Rating System
NMDHSEM	New Mexico Department of Homeland Security and Emergency Management
NM Ops	New Mexico Operations
NWS	National Weather Service
PNM	Public Service Company of New Mexico
PSPS	Public Safety Power Shutoff
PWOP	Power Operations
RAWS	Remote Automated Weather Station
RFW	Red Flag Warnings
SA	Situational Awareness
SFDI	Severe Fire Danger Index
SVP	Senior Vice President
SMS	Short Message Service
SWS	Special Weather Statements
T&D	Transmission and Distribution
UAS	Unmanned Aircraft System
USFS	United States Forest Service
WMP	Wildfire Mitigation Plan

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1. Introduction

In recent years, the western United States has seen an increase in damaging wildfire activity. Both climatologists and fire scientists predict that fire seasons will become longer, and that fire behavior will become more extreme in the coming years. This increased risk will require new coping strategies. Other important risk factors include human encroachment, historical land management practices, and the health of wildlands and forests.

At Public Service Company of New Mexico (PNM), safety is at the heart of everything we do, and it is a core value that also extends to ensuring the safety of our customers. Wildfires pose a significant risk to the safety of our communities, and reducing both the risks and potential impacts of wildfires requires a unified effort from everyone working together.

PNM has accordingly developed this plan to reduce wildfire risk, which focuses on a comprehensive wildfire mitigation strategy, with a particular emphasis on the concept of a Public Safety Power Shutoff (PSPS) and how it is another tool to help ensure the safety of our communities.

To address the increasing severity and frequency of extreme weather events and any associated wildfire risk, PNM has also developed a Wildfire Mitigation Plan (WMP), which focuses on situational awareness (SA), field personnel safety practices, and operational strategies to prevent accidental ignitions. PNM's PSPS Plan (referred to as "the Plan") is designed to proactively de-energize electrical facilities in identified areas of extreme wildfire risk to reduce the potential of those electrical facilities becoming a wildfire ignition source or contributing to the spread of wildfires.

The Plan is part of PNM's operational mitigation practices and supports customer and community safety. It identifies the relevant considerations, process flow, and implementation protocol before, during, and after a PSPS event. The Plan is reviewed and updated annually before the next wildfire season starts. Wildfire season varies throughout New Mexico, but it is considered to span from April 1 through October 31; h*owever, PSPS may be contemplated and initiated at any time of the year.*

While fire risk is heightened during certain times of the year, PNM monitors for fire potential year-round. Access to each of the five national forests where PNM operates its infrastructure may be restricted at various times throughout the fire season or when fire conditions develop. PNM has reviewed industry best practices to inform this Plan and has also incorporated local community input.

The key objectives of this Plan include:

- Safety: Ensure the safety of the public and PNM employees, contractors, and Mutual Assistance employees.
- Restoration Time: Minimize the duration of an outage. Safety is the primary focus with an emphasis on Customer Service.
- Mitigate Consequences: Provide customer support to mitigate the impact of an outage, including coordination with Emergency Management Agencies to assure community resources are identified and available.
- Information: Provide accurate, timely, meaningful information to our customers, our employees, and other stakeholders.

- Resources: Effectively manage our human, equipment, labor, material, and information resources to minimize restoration time and maximize productivity and performance.

NOTE: This Plan is not intended to be aspirational, nor to address yet-to-be initiated projects or activities. Any forward-looking statements are not a guarantee of future performance or project initiation. Statements and details in PNM's PSPS Plan are current as of its writing in March of 2025.

1.1 Scope

The Plan identifies the relevant considerations, process flow and implementation protocol before, during and after a PSPS event. The Plan describes the necessary planning steps, internal and external communications, and personnel readiness needed for the successful implementation of a proactive PSPS event. The Plan does not remove or replace existing field and operations authority or responsibility to de-energize systems or circuits consistent with evolving events or safety concerns.

A vital component in developing this Plan has been ongoing community input. PNM continues conversations with local, state, federal, Tribes and Pueblo communities located within the High Fire Risk Areas (HFRAs) (as defined in **Section 2** and **Appendix A**) to obtain input from first responders, emergency management personnel, local and state government, tribal officials, and other stakeholders. The community outreach sessions provided an opportunity for open and constructive dialogue about PNM's wildfire mitigation efforts.

Community perspectives and suggestions are crucial as PNM balances public safety with the impact it has on customers and communities. As discussed at each public meeting, PNM expects to continue to collaborate with potentially affected communities.

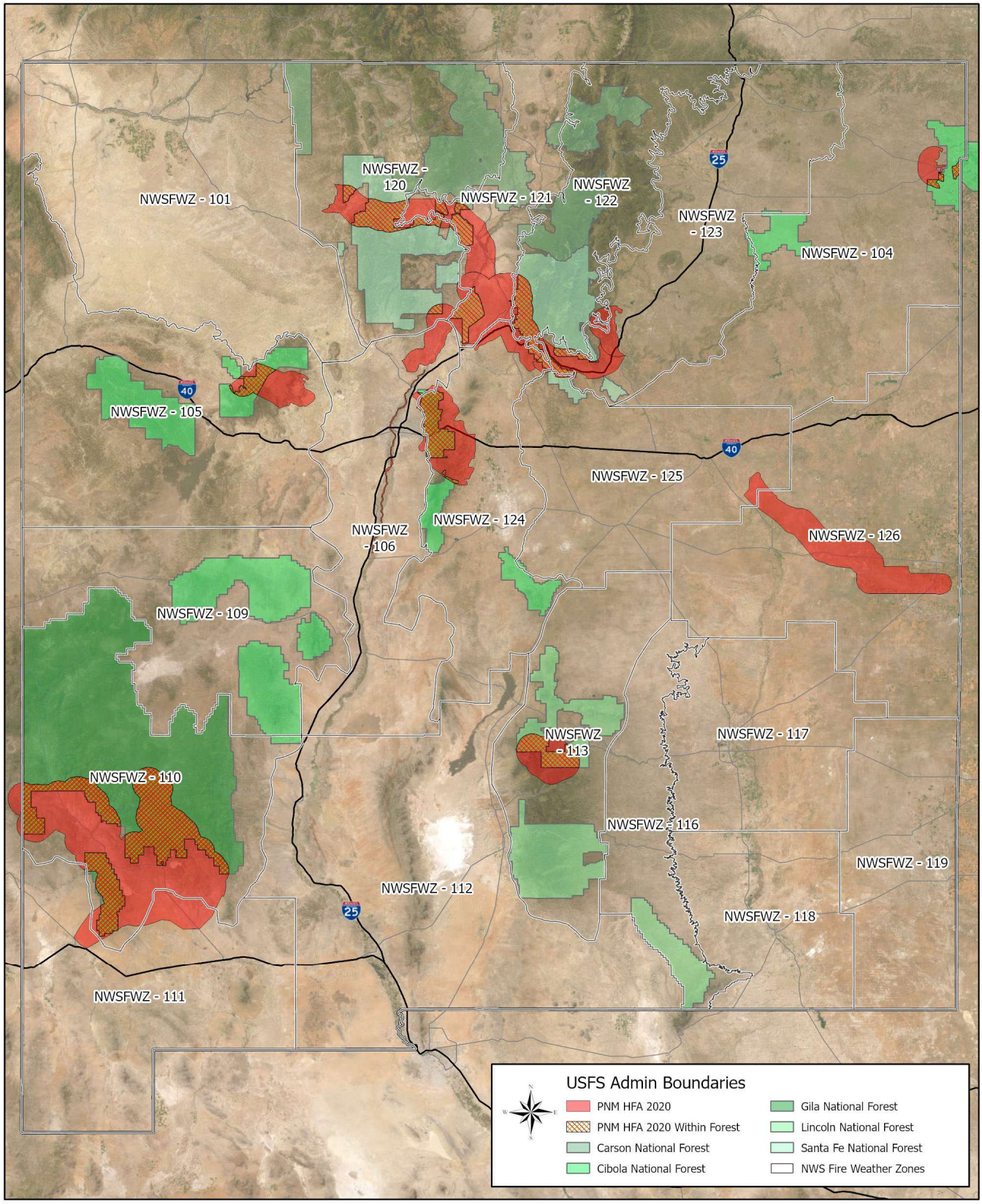
2. High Fire Risk Areas (HFRAs)

PNM's WMP identifies HFRAs where heightened wildfire risk and consequences exist within its service territory. These are areas where vegetation, terrain, meteorology, population density and the wildland-urban interface increase the risks associated with utility-caused wildfire ignition. PNM has identified 10 HFRAs in New Mexico containing company infrastructure.

Figure 1 shows the locations of the HFRAs and their relationship to United States Forest Service (USFS). Detailed maps of each HFRA are in **Appendix A**.

Santa Fe and Silver City are the only HFRAs that have both Tier 1 and Tier 2 designations. Tier 1 areas are more urbanized with less contiguous flammable vegetation; Tier 2 areas are more susceptible to sustaining wildfire due to environmental conditions such as contiguous vegetation, poor access, steep terrain, etc. PNM uses these tiered designations to strategically plan wildfire mitigation projects and initiatives.

Figure 1. PNM HFRAs and Fire Weather Zones



2.1 Public Safety Power Shutoff Overview

The Plan is designed to proactively de-energize electrical facilities in identified areas of extreme wildfire risk to reduce the potential of those electrical facilities becoming a wildfire ignition source or contributing to the spread of wildfires. Based on the inherently disruptive nature of power outages, PSPS events must be carefully coordinated to balance wildfire risk with potential PSPS impacts on PNM customers, stakeholders, and the communities PNM serves.

The unpredictable nature of wildfire and weather patterns create significant challenges with forecasting PSPS events. Real-time evaluations and decision-making are critical in making PSPS determinations and, depending on the associated wildfire risk, those determinations may result in proactive de-energization in areas not originally anticipated.

PNM identifies operational practices specific to its HFRAs (see **Figure 1**). This Plan describes the coordination and processes, including operational and communication protocols, for implementation in these HFRAs. PNM will only initiate PSPS in these designated areas.

A PSPS is considered when weather and other risk factors combine, and fire potential exceeds thresholds that could indicate an extreme safety risk to customers and communities within designated HFRAs. Environmental conditions that can increase the risk of utility-caused ignitions and wildfires include wind, temperature, humidity, combustible fuel, and fuel moisture content. This Plan also covers how PNM will communicate internally and externally as the Plan is put into place.

3. PSPS Decision-Making Process Overview

The PSPS Decision-Making Process is iterative, aligning with weather forecast updates. Each forecast cycle informs updates to the area of concern, risk level, isolation and restoration plans, and potentially impacted stakeholders.

Effective execution of a PSPS event requires close coordination of planning assumptions, external notifications, decision-making, and status updates by balancing public safety with the impact a PSPS may have on customers and communities.

3.1 PSPS Phases Overview

The PSPS decision-making process will be initiated when PNM determines that a combination of critical conditions indicates the PNM system in HFRA locations is at an extreme risk of being an ignition source, and that the forecasted conditions are severe enough to enable the rapid growth and spread of wildfire.

Figure 2 shows an outline of PNM's phased approach to managing a PSPS event.

Figure 2. PSPS Phases

As the potential risk of wildfire increases, PNM monitors information from situational awareness contractors and open-source weather data. To better assess the potential impact of a PSPS outage, PNM analyzes the potential safety risk of turning the power off with the potential risk of catastrophic wildfires should a spark ignite a fire in a high fire risk area. This analysis is balanced with PNM's obligations to provide reliable power. Customer and critical infrastructure impacts are also considered when contemplating PSPS.

PNM activates the Emergency Operations Center (EOC) for PSPS decision-making and coordination when PNM determines the risk of fire meets the criteria for escalation. At this juncture, PNM initiates the staffing of an incident organization, referred to as "Event Organization" (as described in **Section 3.2**).

PNM's Crisis Management and Resilience (CMR) Team will hold regular briefings during which PNM's PSPS teams will discuss forecasts and coordinate planning assumptions, team actions, decision-making, preparations for possible de-energization, as well as begin planning for restoration.

If forecasted conditions approach the point that de-energization may be necessary, a recommendation to de-energize will be made. The recommendation is then presented to the Senior Vice President of New Mexico Operations (SVP NM Ops), or their designee, will issue the final order to de-energize service in the PSPS area.

Figure 3 shows a high-level overview of the PSPS phases and decision-making process.

NOTE: During the decision-making process, consideration of other impact(s) that PSPS could have on customers, stakeholders, and critical infrastructure is weighed against the risk of wildfire during an extreme weather event.

Figure 3. PSPS Phases and Decision-Making Process Overview

PHASE	DAYS FROM PSPS EVENT	PHASE PURPOSE
AWARENESS	7	To monitor the conditions for a potential PSPS event and determine if the EOC should be activated.
EVALUATION	6-4	To activate the EOC and prepare plans for a PSPS event.
MOBILIZATION	3-0	For each team/group to execute the actions necessary to get all resources in position to execute the prepared PSPS plans.
DE-ENERGIZATION / MONITORING WEATHER FOR SAFE CONDITIONS TO BEGIN RE-ENERGIZING	Day of	To enact isolation and de-energization and transition to the restoration command structure.
RESTORATION	Once weather event subsides	To monitor for weather conditions that all for power restoration, tracking damage, and providing stakeholder updates.
FEEDBACK	After restoration is complete	To review lessons learned during the PSPS event and assess how things can be done better during the next PSPS event.

3.2 PNM PSPS Event Organization

3.2.1 Command and Control

During a PSPS event, for optimum restoration effectiveness to PNM customers, direction and control of all electric delivery restoration-related activities are centralized. The PNM Incident Commander (IC) reports directly to the VP of Operations and the SVP of NM Ops for all PSPS events. Distribution Operations Center (DOC) and Power Operations (PWOP) keep local Operations informed on the status of system equipment affecting the event area.

3.2.2 PNM PSPS Staffing

An EOC will be opened, either physically or virtually, and an incident command structure will be set up for the event under the direction of PNM's CMR group.

The following PNM groups are typically involved during a PSPS event:

- Account Management
- Corporate Communications
- Crisis Management and Resilience (CMR)
- Customer Operations & Experience
- Drafting & Geographic Information Systems
- Engineering (Transmission & Distribution)
- Environmental Services Department
- Executive Leadership
- Government Affairs
- Legal
- Line Department
- Logistics
- Operations
- Regulatory/NERC Reliability Governance
- Risk
- Safety
- Supply Chain
- Sourcing
- Tribal Affairs
- Vegetation Management
- Wildfire Mitigation

4. Awareness

PNM uses meteorological consulting firms to perform weather monitoring services and provide forecast reports on HFRAs and potential PSPS areas. These reports guide PNM personnel as they monitor conditions and prepare for a PSPS event. Each consulting firm provides unique information useful in making PSPS decisions.

In addition to weather information, **PNM also monitors operational conditions of our systems as well as other events within our service areas, such as nearby fires or other emergencies.**

4.1 Thresholds and Burning Conditions

PNM utilizes a modeling tool that analyzes New Mexico climatological data and environmental SA thresholds.

PNM uses this tool to:

- Collect and analyze more than a decade of climate data (including wind, temperature, and relative humidity)
- Review historical fire occurrences
- Collect and analyze more than 10 years of burn environment data from the National Fire Danger Rating System[1] (NFDRS) indices (such as Ignition Component[2], Spread Component[3], Energy Release Component[4] (ERC), and Burning Index[5])
- Determine where and when fires of consequence have occurred in the past, using historic fire perimeter data in conjunction with the climatological and burn environment data

PNM leverages this tool to enhance SA, inform PSPS event considerations, and calculate thresholds for PNM PSPS determination.

This research and analysis culminated in a "Composite Risk Index" (CRI). PNM has incorporated the CRI into an online dashboard that displays a 6-day forecast for each HFRA.

Also included in the dashboard are 6-day forecasts for the ERC percentile and Severe Fire Danger Index[6] (SFDI). Each of the three indices (CRI, ERC, SFDI) are color-coded for each forecast day for each HFRA. Alerts are provided via email and text messages to a PNM distribution list.

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[1] See more information from the Forest Service here
[2] See more Ignition Component information here
[3] See more Spread Component information here
[4] See more ERC information here
[5] See more Burning Index information here
[6] Learn more about the SFDI here

The online dashboard also includes the following live, real-time meteorological and burn environment graphs:

- Fosberg Fire Weather Index
- Wind Gust Speed
- ERC Percentile
- Head Fire Flame Length
- Composite De-energization Index
- Firebrand Ignition Probability

4.2 Indji Watch

Indji Watch is a tool that provides natural hazard alerting services to PNM. It is a situational awareness tool that combines a Threat Level which lists National Weather Service (NWS) Special Weather Statements (SWS) and a dashboard with map-based visualizations of the same SWS.

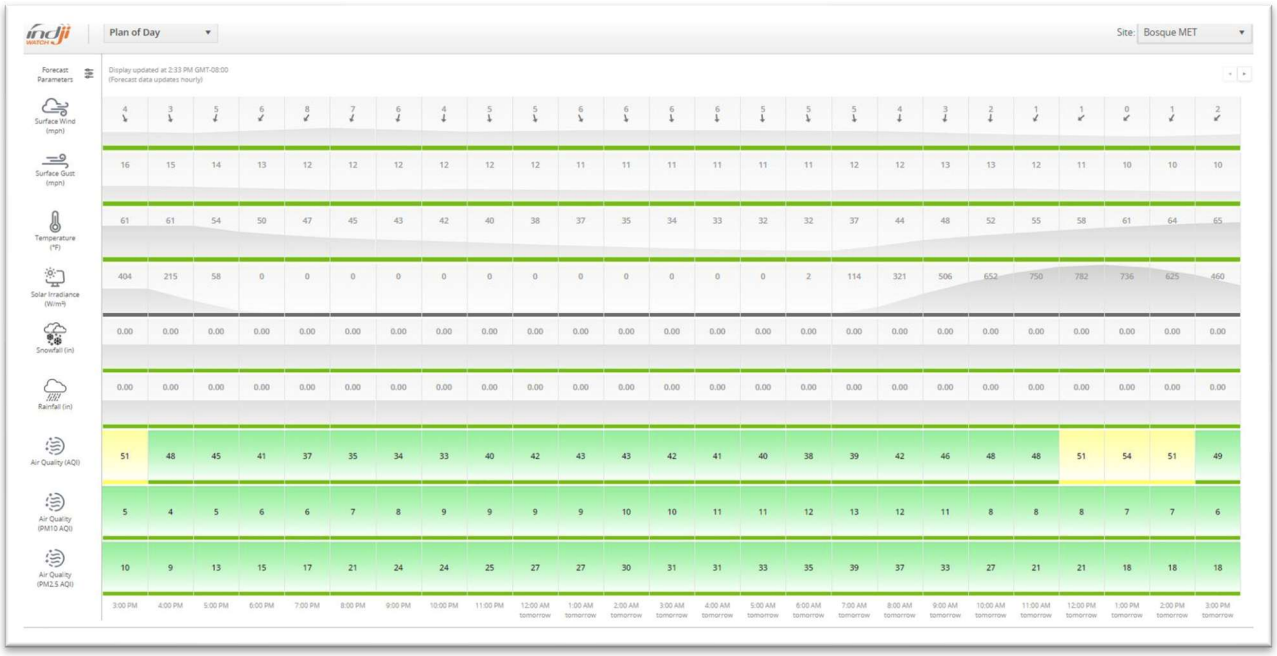
Indji Watch ingests PNM asset data and uses a Geographic Information System (GIS) as a basis for its service. When SWS affecting PNM assets or operating areas are issued by the NWS, Indji Watch populates the Threat Level and map dashboard.

Specific to PSPS SA, PNM employees can log into the Indji Watch Client and view Red Flag Warnings (RFW) (and any other selected SWS alerts such as high winds).

PNM receives RFW alerts from Indji Watch and has created tools to forward them to affected field and system operations personnel via phone, emails, and/or texts.

PNM is also able to view customized 14-day forecasts at specified locations. PNM can view customized alerts up to 14-days in advance, in Forecast Dashboards when wind speeds or other weather values reach PNM selected pre-set thresholds (see **Figure 4**). This is useful for providing long-range forecasts that might start the PSPS decision making process. Emails or Short Message Service (SMS) alerts will be generated up to 48-hours in advance of forecasted sustained winds or gusts that exceed thresholds and require broader awareness and urgency.

Figure 4. A 14-day Indji Watch Forecast - Bosque MET Station



4.3 Red Flag Warnings (RFWs)

Though described here in detail, RFW does not necessarily mean a PSPS is imminent, nor is RFW a requirement for a PSPS decision-making process to be initiated. That said, an RFW is likely to be issued and in effect at the time the PSPS decision-making process is started. A RFW is a forecast warning issued by the NWS to inform the public, firefighters, and land management agencies that conditions are ideal for wildland fire ignition and dangerous fire spread. RFWs are often preceded by a Fire Weather Watch, which indicates critical fire-weather conditions could occur in the next 12 to 72-hours.

The NWS has identified discreet Fire Weather Zones (FWZ) across the nation for providing weather alerts such as RFWs. These zones are shown on this NWS webpage: Fire Weather.

There are three NWS forecasting offices that cover the PNM Service Area; Albuquerque, NM and El Paso and Midland, TX. These forecasting offices issue RFW only when dry fuels and low relative humidity combine with gusty winds to create the potential for extreme wildfire conditions. RFW thresholds are used by most NWS offices and can be found here: Fire Weather Criteria.

4.4 Daily Situational Awareness

PNM receives a Daily Situational Awareness report, known as the “Daily SA”, prepared by a consulting firm with decades of experience derived from wildland fire control and utility SA development. The Daily SA is emailed to a distribution list of PNM personnel and assigns an Operating Condition of Normal, Elevated, or Extreme to each PNM HFRA based on indices derived from the National Fire Danger Rating System. This publicly available data is the same data that is used by federal and other wildland firefighting agencies to make such fire business decisions as setting dispatch levels, staffing levels and determining area closures. PNM uses the data to inform field operations and system settings.

Information associating PNM HFRAs to Remote Automated Weather Station (RAWS) and NWS FWZs is also included in the Daily SA report.

4.5 Real-Time Observations

Real-time observations can be from both publicly and privately-owned automated weather stations.

The Indji Watch user interface provides immediate access to both high quality public and PNM-owned weather station data, which is essential for real-time observations and verification of potential PSPS wind conditions.

Location is the key. PNM leverages data collected from weather stations co-located with PNM assets to understand the conditions experienced by assets in HFRAs, and especially assets in rugged terrain areas.

Indji Watch will provide visibility to PNM-owned weather stations through interactive map layers that allow visibility to current weather conditions. Each site can then be queried on the map to view current observations in direct relation to PNM assets. These observations are made possible by integrating the weather station data through an Application Programming Interface (API).

4.6 Other Non-Weather Factors

PNM routinely monitors a variety of factors including operational conditions of our systems, and other events within our service areas, such as nearby fires or other emergencies. PNM is also working with communities to identify critical infrastructure in the HFRAs and understand other community issues that may be a factor in PSPS determination. Additional considerations may include but are not limited to wildfire mitigation measures that have been deployed in an area, critical infrastructure critical within HFRAs, availability of back-up generation supporting critical infrastructure, and customers with medical considerations, such as those with medical certification status on file with PNM.

5. Evaluation and Mobilization

PNM moves into the Evaluation Phase when weather conditions meet criteria to activate the EOC.

At the beginning of the Evaluation Phase, the CMR group will identify or appoint a Crisis Commander and notify internal PSPS groups that the EOC has been activated.

The Evaluation Phase is focused on preparing plans for a PSPS event and de-energization. PNM assesses the situation to determine the resources needed to reduce impact and expedite restoration. Restoration is covered in more detail in **Section 7**.

The Mobilization Phase focuses on getting all the resources in position (e.g. some contractors could be mobilized to be ready to provide the required services) to execute the plans made during Evaluation.

5.1 PSPS Communications Overview

The size of PNM's service area, geographic and environmental diversity, and unpredictable nature of New Mexico weather create challenging conditions for rapid PSPS communications. Consequently, PSPS communications and engagements activities are not locked into the current PSPS phase PNM is in at a given point. Instead, the phases help indicate and guide the minimum communications.

De-coupling communications/engagements from the PSPS phases enables PNM to communicate more effectively to stakeholders. For example, PNM might move into the Mobilization Phase due to operational factors, but communications/engagements activities remain the same as if PNM was still in the Evaluation Phase.

The Plan identifies critical stakeholders, actions, messaging, and communication channels to maximize PNM's reach to customers and communities in the event of a PSPS and integrates the following communications planning.

When possible, PNM will notify customers and local communities before, during and after a PSPS event. PNM recognizes advance and/or extensive communications may not be feasible or possible. PNM will utilize multiple tools to broadcast messaging on public safety while following operation protocols and required regulatory notifications. Some of these tools include:

- Direct communication with customers before and throughout a PSPS, using contact information via customers' PNM accounts
- Weather and potential PSPS alerts on PNM.com and the PNM Outage Map (outagemap.pnm.com)
- 24-hour call center in the event of a PSPS
- Wildfire awareness and preparedness messaging on PNM.com/wildfire-safety
- Media engagement with local TV, print, and radio journalists
- Social media
- Post-action briefings to modify communication practices, as necessary
- Coordination with local government emergency managers to assist them with community notification through their systems/platforms

5.2 PSPS Communications

Corporate Communications provides guidelines for managing and supporting internal and external communications necessary before, during, and after a PSPS event. Employees will be aware of the plan and their roles in implementation.

5.2.1 Communications During Non-PSPS Conditions

PNM will provide a proactive wildfire education and awareness campaign to PNM customers and HFRA communities focused on wildfire prevention and mitigation, PSPS awareness, and outage preparedness.

PNM will utilize multiple tools and message points to support public safety and awareness, including:

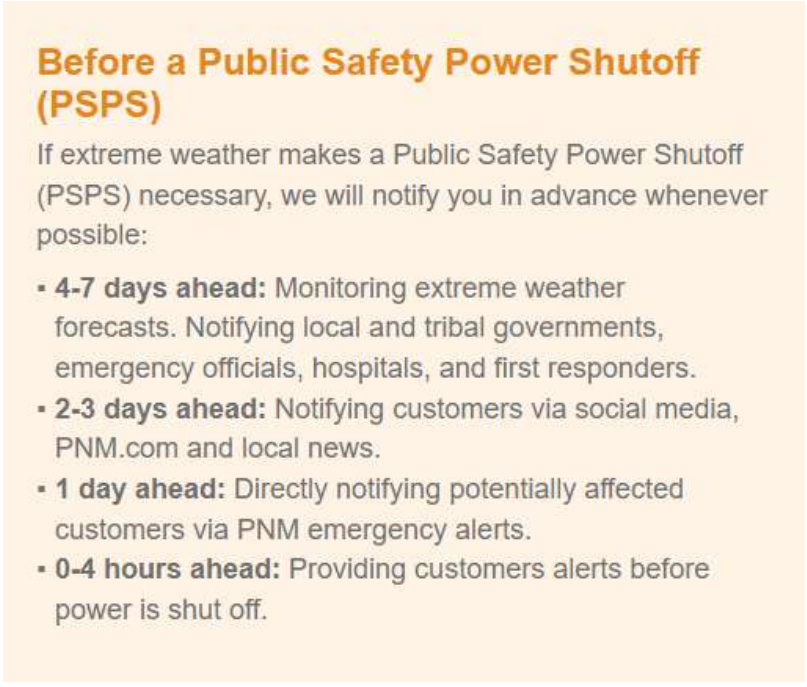
- PNM social media
- Wildfire safety customer website
- Mass media outreach via TV, radio, and print
- Customer newsletter
- Proactive engagement within PNM employees
- Local community outreach with first responders, customers and community members, regulators, elected officials, tribal leaders, public safety partners, land managers, critical facility operators and utility service providers

Key messages during non-PSPS conditions include:

- Be prepared for a Public Safety Power Shutoff (PSPS)
    - Visit My Account on PNM.com to update your contact details.
    - Sign up for alerts by texting #ALERT to 78766 from your mobile phone associated with your PNM account. If this is your first time texting with PNM, you will need to register by texting #REG to 78766.
    - If someone in your home relies on electric-powered medical equipment, have a backup power source and enroll in PNM's LifeWatch program for notifications at PNM.com/LifeWatch.
    - Prepare an emergency kit with essential items such as medications, medical supplies, flashlights, batteries, battery or crank radio, non-perishable food, water, and important documents.
- A Public Safety Power Shutoff (PSPS) is when PNM is forced by extreme weather conditions to turn off power on parts of its system to avoid starting a wildfire. The Public Safety Power Shutoff (PSPS) is used to keep communities safe by preventing electrical equipment from becoming an ignition source. Strong winds, dry conditions, and fire threats can turn power lines into ignition sources. A Public Safety Power Shutoff (PSPS) helps prevent wildfires by shutting off power when these conditions pose a severe risk.
- Extreme weather conditions pose the threat of wildfires. To help prevent damaged power lines from contributing to wildfires, a Public Safety Power Shutoff (PSPS) may occur, which means that you will be without power until it can be safely restored.
- Learn more about wildfire safety at PNM.com/wildfire-safety.

5.2.2 Communications During Potential PSPS Conditions

If a PSPS is likely, PNM will use the tools referenced above to implement its PSPS Communication Plan, as well as direct customer email, texts and/or phone calls, as available, based on customer notification preferences and capabilities leveraged through community partners.



Key messages during potential PSPS conditions include:

- Stay Safe
  - Stay away from downed power lines. If you see a downed power line, do not touch it or anything in contact with it. Call 911 and PNM immediately at 888-DIAL-PNM. Always consider a power line energized and dangerous.
  - If someone in your home relies on electric-powered medical equipment, have a backup power source and enroll in PNM's LifeWatch program for notifications at PNM.com/LifeWatch.
- Stay Prepared
  - The American Red Cross advises customers prepare a power outage kit including water, food, flashlights, and medications. For more tips from the American Red Cross visit https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/power-outage.html.
- Stay Informed
  - PNM is asking our customers to update their contact information with us so that we can provide notifications if a Public Safety Power Shutoff is planned. Update contact information at PNM.com/login or by calling us at 888-DIAL-PNM.
  - PNM may not be aware of a non-PSPS outage in your area unless your report it by texting #REG to 78766 and then #OUT to 78766, going online at PNM.com/outage, or calling us at 888-DIAL-PNM. Sign up for Outage Alerts by texting #ALERT to 78766.
  - For outage updates, visit PNM.com/outagemap.
  - For more information on wildfire safety, visit PNM.com/Wildfire-Safety.
- Public Safety Power Shutoff
  - A Public Safety Power Shutoff (PSPS) is when PNM is forced by extreme weather conditions to turn off power on parts of its system to avoid starting a wildfire. The Public Safety Power Shutoff (PSPS) is used to keep communities safe by preventing electrical equipment from becoming a possible ignition source. High winds, dry conditions, and fire threats can turn power lines into ignition sources. A Public Safety Power Shutoff (PSPS) helps prevent wildfires by shutting off power when these conditions pose a severe risk.

5.3 Customer Support via Contact Center

Customers may contact the Contact Center for a variety of reasons. If a PSPS has been activated the Contact Center will support customers and enter the appropriate orders.

In the event of a PSPS, the Contact Center will support customers during normal Contact Center hours of operation (7:30 A.M. -- 6:00 P.M. Monday through Friday) as well as after hours of operation, if needed (including holidays).

The Contact Center staff will assist in communications with residential and commercial customers in the affected area. The department will also assist with the identification of, and communication with, any vulnerable customers, including customers dependent on medical devices.

During a PSPS event, the Contact Center manager and Corporate Communications collaborate to ensure that an effective communication strategy is implemented, and Contact Center representatives have the information they need to provide to customers.

5.4 Regulatory and Governmental Coordination

The Government Affairs and Regulatory teams will coordinate communications between PNM and government stakeholders during a PSPS event. These departments work closely with System Operations, Distribution Operations Center (DOC), and Corporate Communications to develop the messaging, timing, and delivery of necessary announcements to the respective government stakeholders. Government affairs will coordinate with the appropriate government agencies that will deploy available resources to assist the PNM restoration process.

Local emergency managers, the state Energy, Minerals and Natural Resources Department (EMNRD), and the New Mexico Department of Homeland Security and Emergency Management (NMDHSEM) are notified of the potential PSPS and are kept apprised as PSPS activities evolve.

5.5 Tribal Engagement Coordination

PNM acknowledges the sovereignty of tribes and their rights to govern their lands. PNM's service territory includes two tribes in wildfire-prone areas, the Mescalero Apache Nation in Otero County and Tesuque Pueblo in Santa Fe County. Annually, PNM addresses vegetation management with tribes that own lands within the Rio Grande Bosque.

As part of the PSPS notification strategy, tribal communities affected by the public safety notifications are included in the communication process. PNM's Tribal Government & Customer Engagement Department will engage with tribal leadership through various means such as direct phone calls, emails, online meetings, and in-person interactions. Additionally, PNM will collaborate with tribes to explore the option of alert systems notifications. Information sessions will be organized by the PNM Tribal Government & Customer Engagement team for tribal leaders and key stakeholders. A principal role PNM performs includes fielding customer calls from tribal leadership and key stakeholders during PSPS events and providing restoration information to impacted tribal leaders and communities.

5.6 Large, Managed Accounts

The PNM Account Management Team has the primary function of maintaining a clear line of communication between PNM and large Industrial and Commercial ("Managed") customers. PNM Account Managers are assigned to specific customers or key field locations to communicate information regarding the status of pre-PSPS, active PSPS updates (as applicable), and restoration efforts.

The principal role and responsibilities of the Account Management Team during a PSPS event include:

- Fielding calls from large, managed customer accounts
- Communicating customer questions/concerns/issues to the PNM PSPS Team via the assigned Account Management Team Manager
- Obtaining and relaying needed information to customers in a timely manner

5.7 Community Support

Prior to PSPS events, PNM will work with local agencies that manage community centers. If a PSPS event is imminent, PNM will help local emergency management personnel communicate available community resources that are identified by the local government and community emergency management.

6. De-Energization

The next phase is De-Energization. As forecasted conditions approach and near the point that de-energization may be necessary, a recommendation to de-energize will be made in the formal EOC setting and communicated to the SVP of NM Ops or designee who will issue the final order to de-energize service in the PSPS area. The process of shutting off power may not occur all at once and notifications will be sent to update customers and community members before their power is shut off.

Once PSPS is enacted and power shut off, PNM will continue to communicate with customers and emergency responders, through available communication channels, acknowledging that some channels may not be available because of the outages. As outlined above, there are a variety of communication methods that can keep customers informed. PNM will work with local media outlets to provide information to listeners; however, in some cases radio equipment may also be subject to the PSPS and may not be available. In that case, PNM will seek to identify the best methods of communicating with the local community during a PSPS, including notification to telecommunications providers and identification of the potential for “cellular on wheels” capabilities in the area. Information will also be provided at the CRC so that customers visiting one of these centers during a PSPS can have access to updated information regarding the PSPS estimated duration and restoration times.

7. Restoration and Feedback

The power will remain off while high-risk weather continues. This prevents the potential ignitions that could occur from airborne debris hitting lines, vegetation contacts with power lines, or lines clashing (slapping together). When the weather risk passes, PNM will enter the Restoration phase. Before power is turned back on, a thorough inspection of potentially affected lines and equipment must be completed.

Restoration is influenced by the time it takes to inspect for damage and repair any damage found. The commitment to minimizing restoration times began in the Evaluation and Mobilization phases, and inspections will start as soon as the weather risk has passed. Communication with customers, stakeholders, and community leaders will continue throughout this phase, sharing the status of restoration efforts and providing updated estimates of time remaining to complete restoration.

In the Restoration Phase, PNM will ask the community to help by:

- Allowing power line PNM or contractors crews access to customers' properties for inspections and repairs.
- Keeping access roads clear and securing pets.
- Reporting visible damage through our customer service center (888-DIAL-PNM) or online (pnm.com/outage) while ensuring customers stay away from any damaged equipment. Always consider power equipment to be live.
- Allowing drones or helicopters to inspect power lines without interference.
- Avoiding unsafe generator connections that could endanger repair workers or the community. If a customer **has** a generator cutover switch, PNM asks that customers please use it. If a customer does **not** have one, PNM will ask that customers **do not** wire generators directly into their electrical panel *as this could be dangerous for our line crews*.

The CMR Team will coordinate inputs for a decision to begin restoration efforts. PNM will consider wind observations and forecast trends, as well as consulting with fire agency and community partners to help guide the decision to begin restoration efforts. The decision will consider wind, weather and fire conditions subsiding to the point when PNM electric assets are not likely to cause consequential wildfire ignition, and conditions are safe to begin inspections.

Once the decision has been made to begin restoration efforts, a series of events takes place:

1. Circuits are patrolled and inspected by PNM contractors or crews usually from the sub-station along the feeder, restoring sections of each feeder as inspections are complete. Customers on the restored section will receive updates to their outage and customers on the un-restored section may receive updates to their estimated restoration time.
2. All circuits are patrolled to look for damage or other anomalies that might lead to failure and arcing upon re-energization.
    a. Damage is documented and analyzed.
    b. Estimates of damage repairs are collected, shared, and used to refine restoration prioritization.
    c. Damage is repaired.
    d. Completed repair work is documented and communicated to DOC and PWOP.

Discovery of damage may impact restoration priorities – i.e., a high priority circuit for restoration might not be restored first because damage must be repaired before power can be brought to the priority circuit. Other lower priority circuits might be restored first as power is brought to higher priority circuits.

Circuits are finally re-energized in accordance with PNM standards and existing operating procedures.

7.1 After-Action Review

An After-Action Review (AAR) is a structured review or de-brief process used to evaluate the effectiveness of the Plan, gather feedback, and identify potential areas for improvement. The goal is to clearly identify and document the factors and decisions that contributed to the outcome. The review may include operational processes, communication, and outreach effectiveness for integration into the AAR report. PNM will conduct AARs after each PSPS event to capture lessons learned.

8. Training, Exercises, Tabletops

Periodic training exercises will be developed and implemented to ensure that individuals otherwise not regularly involved in incident management will be familiar with PSPS response.

PNM has a goal of continuous incident management improvement. Results of exercises and actual response incidents will be evaluated by identifying issues raised during the exercise or incident, preparing the AAR, developing corrective action plans, and documenting lessons learned. Lessons learned may be implemented for inclusion in PNM's response and restoration procedures.

PNM also coordinates tabletop exercises and participates with public safety partners' safety exercises to enhance knowledge of each other's emergency operations for smooth interactions during PSPS events.

PSPS Plan exercises will be implemented at least annually using various scenarios and testing all or any portion(s) of the Plan and may include:

- Test text and/or phone alerts with a test group of public safety partners.
- Perform field trials of plans to time the performance of activities like reporting field observations or positioning employees at manually operated disconnects.
- De-energization and field inspections of T&D assets.
- Discuss and/or practice roles and responsibilities for PSPS Plan operations, including decision-making handoffs and hypothetical scenarios.
- Discuss and/or develop re-energization plans.
- Test capacity limits on incoming and outgoing communications systems.

9. Next Steps

PNM is committed to continuing wildfire awareness collaboration and communication with communities. Several next steps have been identified to continue to inform and improve upon this plan, including:

PNM continues to collaborate with community partners, cultivate and sustain critical relationships with local, state, federal and Tribal partners, and communities. PNM addressed the below identified areas (as referenced in the 2024 PSPS):

- PNM's outreach and engagement plan has been developed and wildfire preparedness and PSPS communications continue to reach New Mexico communities, customers within HFRAs and beyond via online and print media, radio, community presentations, and stakeholder engagement.
- The company engages regularly with local and state emergency managers and participates in regular calls with all emergency managers, including FEMA and NMDHSEM, to support preparedness in the event of a PSPS.
- PNM re-established its LifeWatch Program to support customers who may have medical vulnerabilities and require an energy-dependent medical device to support their well-being.
- PNM posts its PSPS and WMP on the PNM.com/wildfire-safety website which includes HFRA maps. Additional educational wildfire preparedness materials are also made readily available to site visitors.
- Community events, local government presentations, and other engagement activities continue with PNM participation.

The threat of catastrophic wildfire is a statewide issue; it requires the work and collaboration of all New Mexicans to support positive outcomes. PNM is thankful for the partnerships with community members, public health and safety, first responders, Tribes and Pueblos, governmental, environmental, land agencies, and policymakers. This year, PNM looks forward to continuing close collaboration with emergency management, tribal partners, local, state, and federal government, and communities through year-round customer and community conversations and outreach.

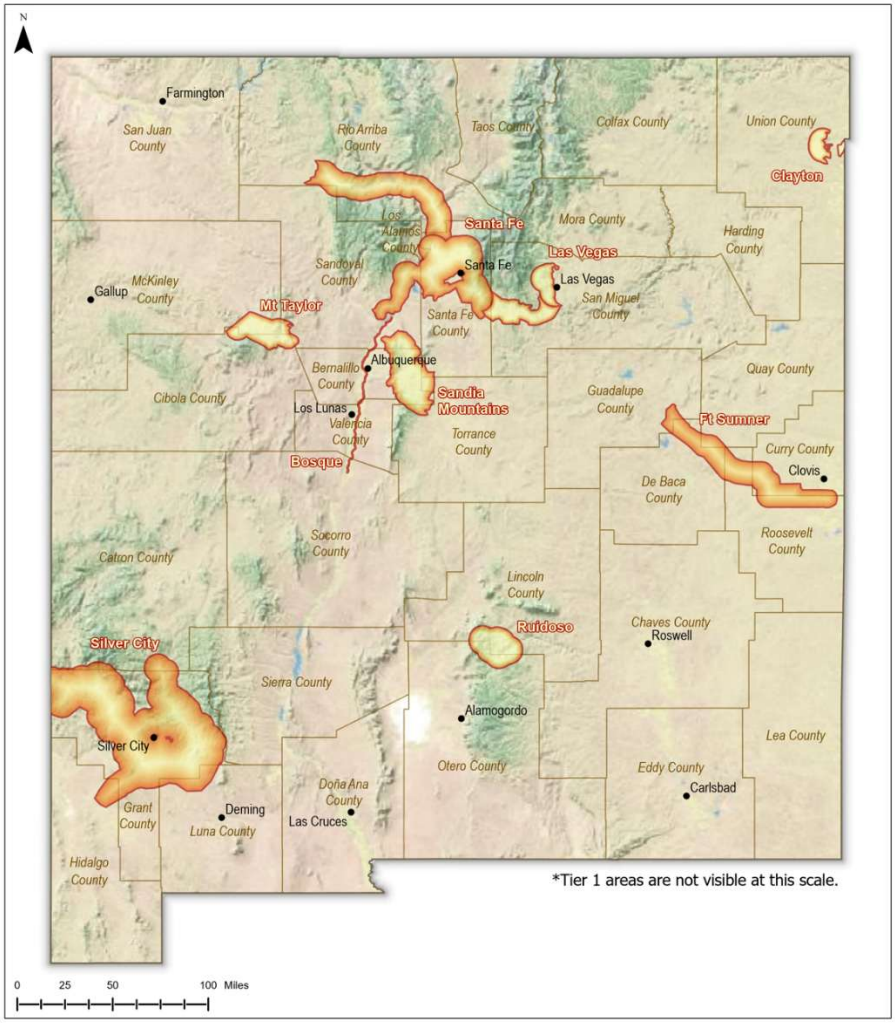
The prioritized goals for community outreach and education are included below.

9.1 2025 Next Steps

- Support efficient data transfer and facilitate data sharing agreements with localities that have GIS critical infrastructure and facility data to share with PNM.
- Cultivate a network of Unmanned Aircraft Systems (UAS) drone support and helicopter support services to support timely restoration if/when a PSPS event occurs.
- Continue conversations with Tribes and Pueblos, local, state, and federal government, and communities.
- Conduct an ongoing customer awareness campaign to urge preparedness year-round.

APPENDIX A

HIGH FIRE RISK AREA MAPS



*Tier 1 areas are not visible at this scale.

NM High Fire Risk Areas (HFRA) Overview

Transmission Stats

685.48 Miles (19.9% of system)
of Transmission Line within all HFRAs

130.61 miles (3.79% of system)
Within Tier 1 HFRAs

554.87 miles (16.11% of system)
Within Tier 2 HFRAs

Distribution Stats

3015.42 Miles (33.17% of OH system*)
of OH Distribution Feeder within all HFRAs

549.25 miles (6.05% of OH system*)
Within Tier 1 HFRAs

2,466.17 miles (27.12% of OH system*)
Within Tier 2 HFRAs

*Overhead System for distribution considers all Primary and Secondary Overhead feeders

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Map Scale: 1:4,200,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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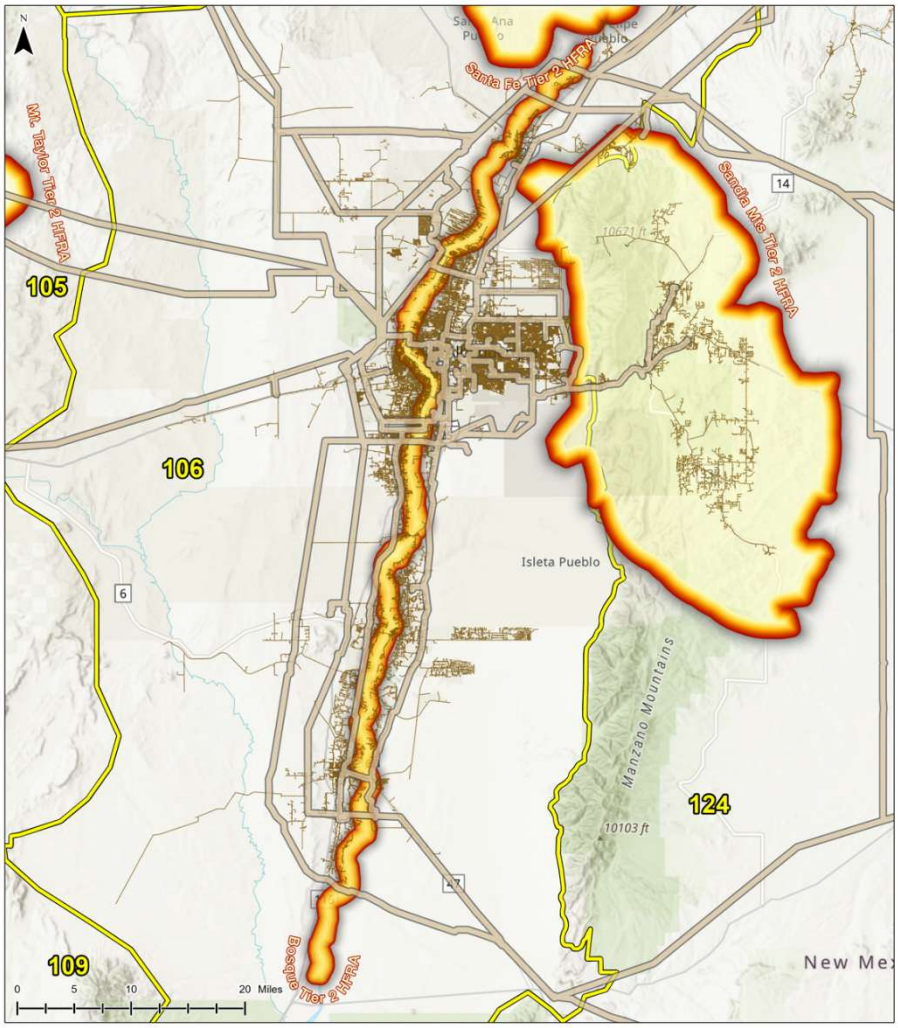
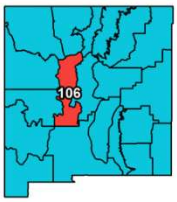


NM High Fire Risk Areas (HFRA) Bosque Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
4.77 Miles	**5.69 Miles**
0.14% of OH Transmission System	0.06% of OH Distribution System



Fire Weather Zone(s)
106 Middle Rio Grande Valley

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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Map Scale: 1:707,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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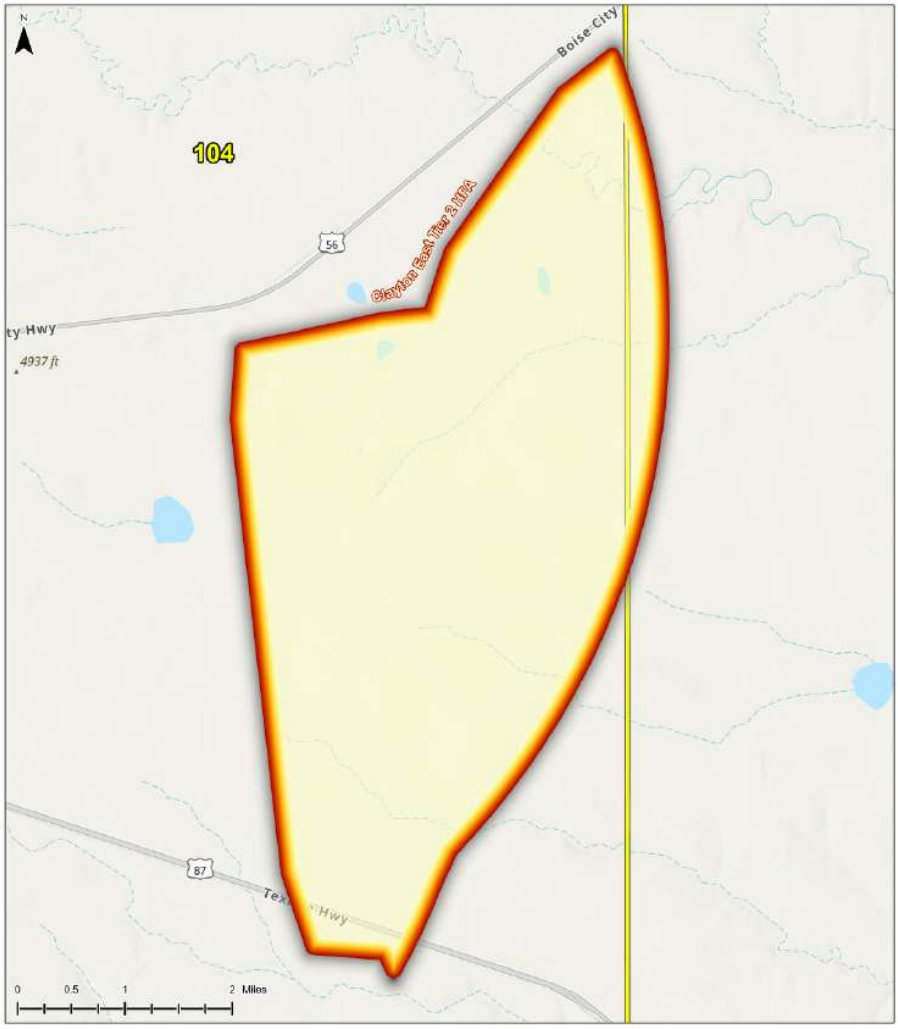
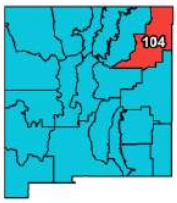


NM Hazardous Fire Areas (HFAs)
Clayton East Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFAs
- Tier 2 HFAs
- NM Fire Weather Zones

OH Transmission in HFA	OH Distribution in HFA
0.00 Miles	**0.00 Miles**
0.00% of OH Transmission System	0.00% of OH Distribution System



Fire Weather Zone(s)
104 Northeast Plains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFA.

Date Exported: 11/19/2024
Map Scale: 1:75,000
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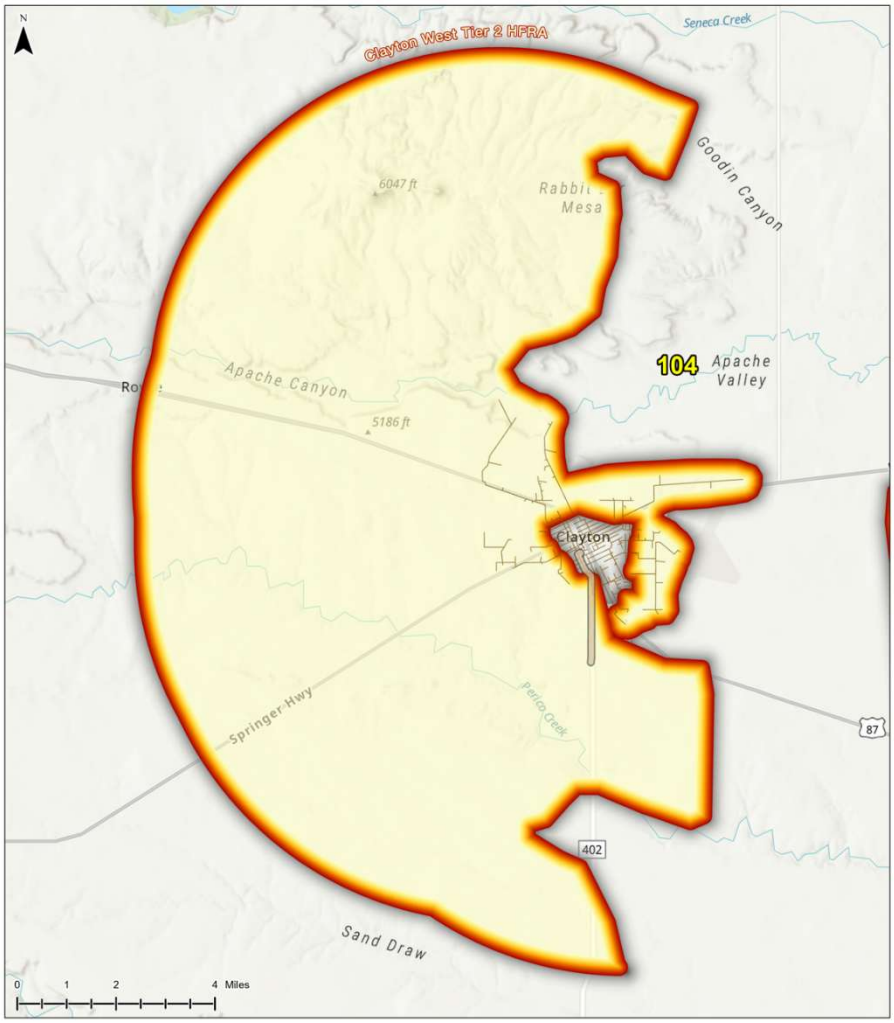
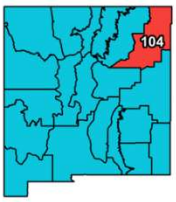


NM High Fire Risk Areas (HFRA)
Clayton West Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
1.38 Miles	**19.73 Miles**
0.04% of OH Transmission System	0.22% of OH Distribution System



Fire Weather Zone(s)
104 Northeast Plains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

Date Exported: 11/19/2024
Map Scale: 1:162,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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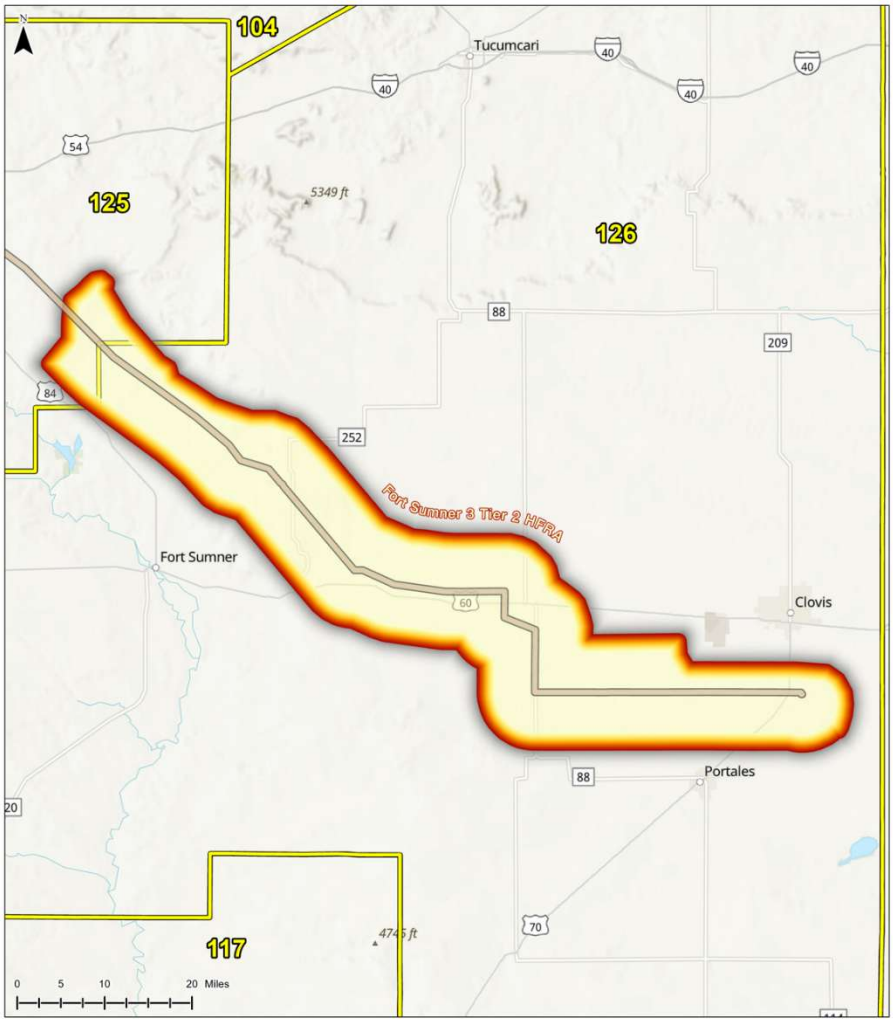
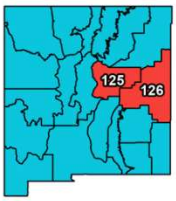


NM High Fire Risk Areas (HFRA)
Fort Sumner 3 Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
88.33 Miles	**0.00 Miles**
2.56% of OH Transmission System	0.00% of OH Distribution System



Fire Weather Zone(s)

125 Central Highlands

126 East Central Plains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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Map Scale: 1:916,000
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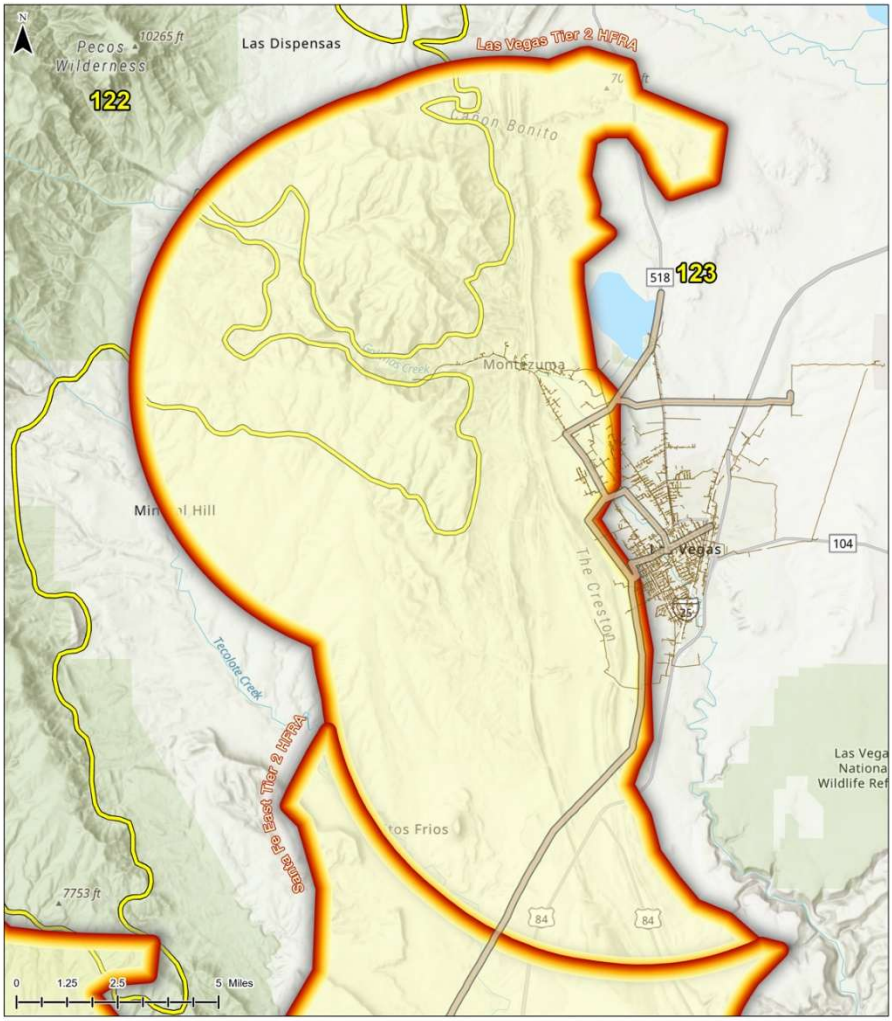
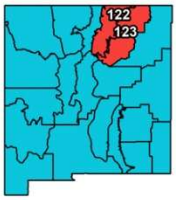


NM High Fire Risk Areas (HFRA)
Las Vegas Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
15.20 Miles	**32.82 Miles**
0.44% of OH Transmission System	0.36% of OH Distribution System



Fire Weather Zone(s)

122 Sangre de Cristo Mountains

123 Northeast Highlands

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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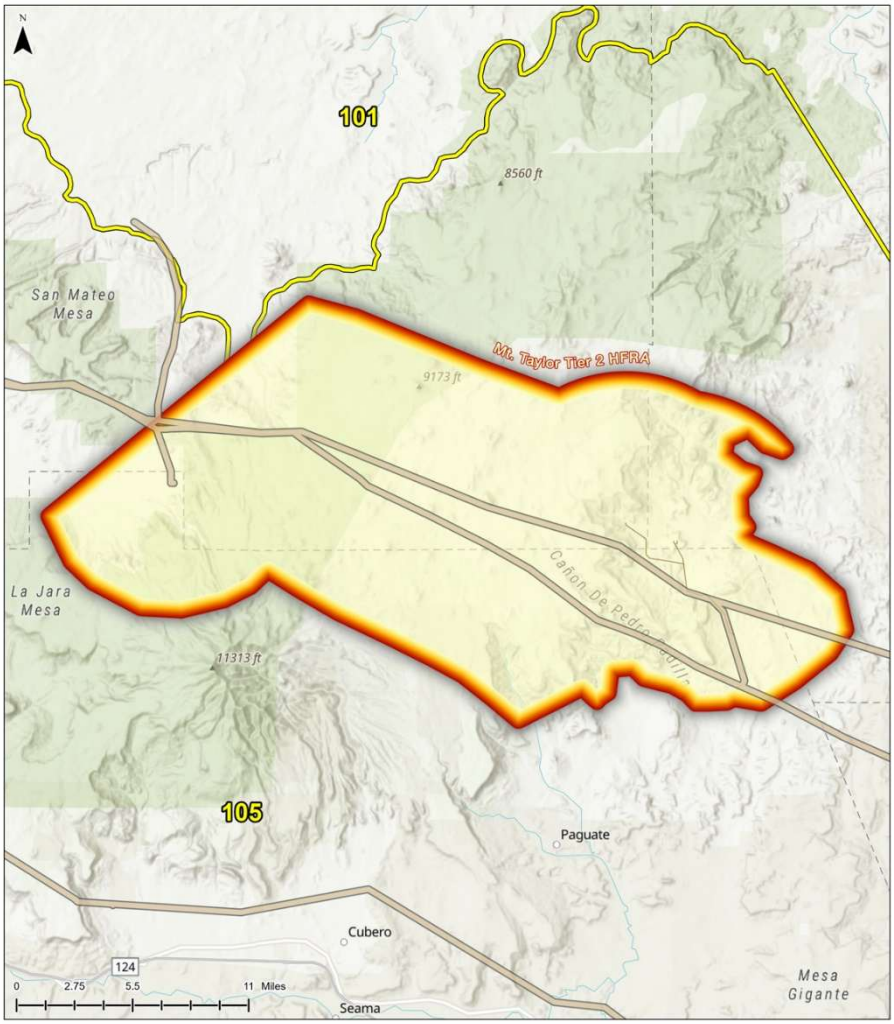
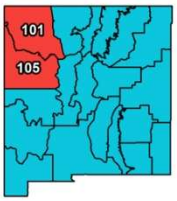


NM High Fire Risk Areas (HFRA)
Mt. Taylor Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
62.96 Miles	**8.16 Miles**
1.83% of OH Transmission System	0.09% of OH Distribution System



Fire Weather Zone(s)

101 Northwest Plateau
105 West Central Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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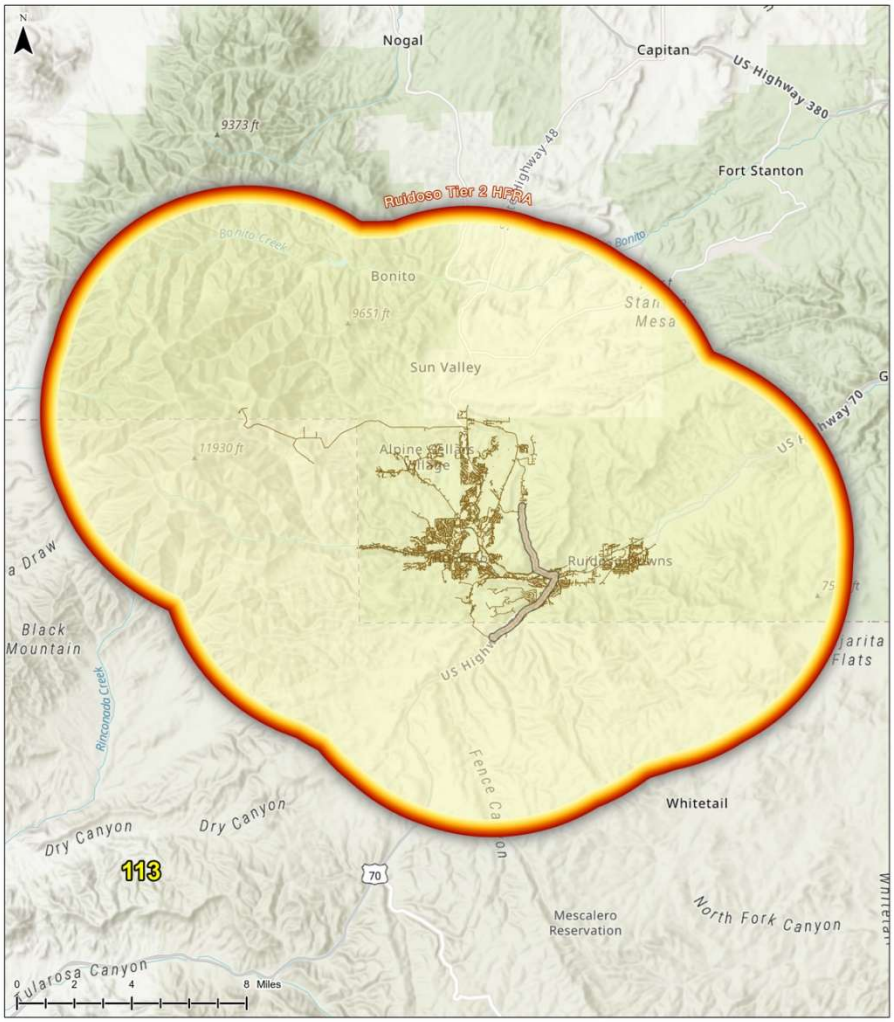
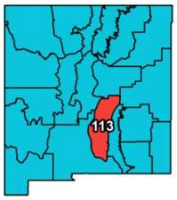


NM High Fire Risk Areas (HFRA) Ruidoso Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
5.40 Miles	**384.15 Miles**
0.16% of OH Transmission System	4.23% of OH Distribution System



Fire Weather Zone(s)

113 Capitan And Sacramento Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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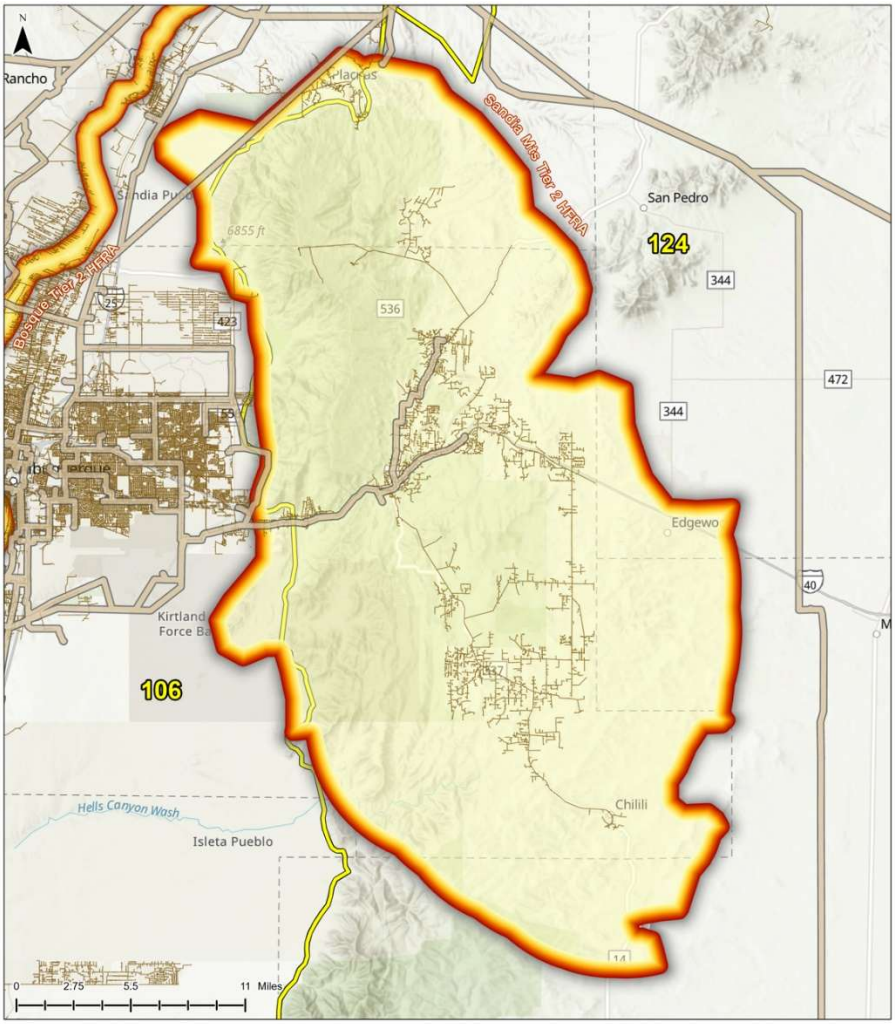
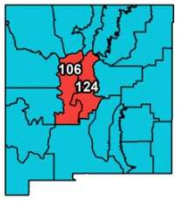


NM High Fire Risk Areas (HFRA)
Sandia Mts Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
27.42 Miles	**467.22 Miles**
0.80% of OH Transmission System	5.14% of OH Distribution System



Fire Weather Zone(s)

106 Middle Rio Grande Valley

124 Sandia and Manzano Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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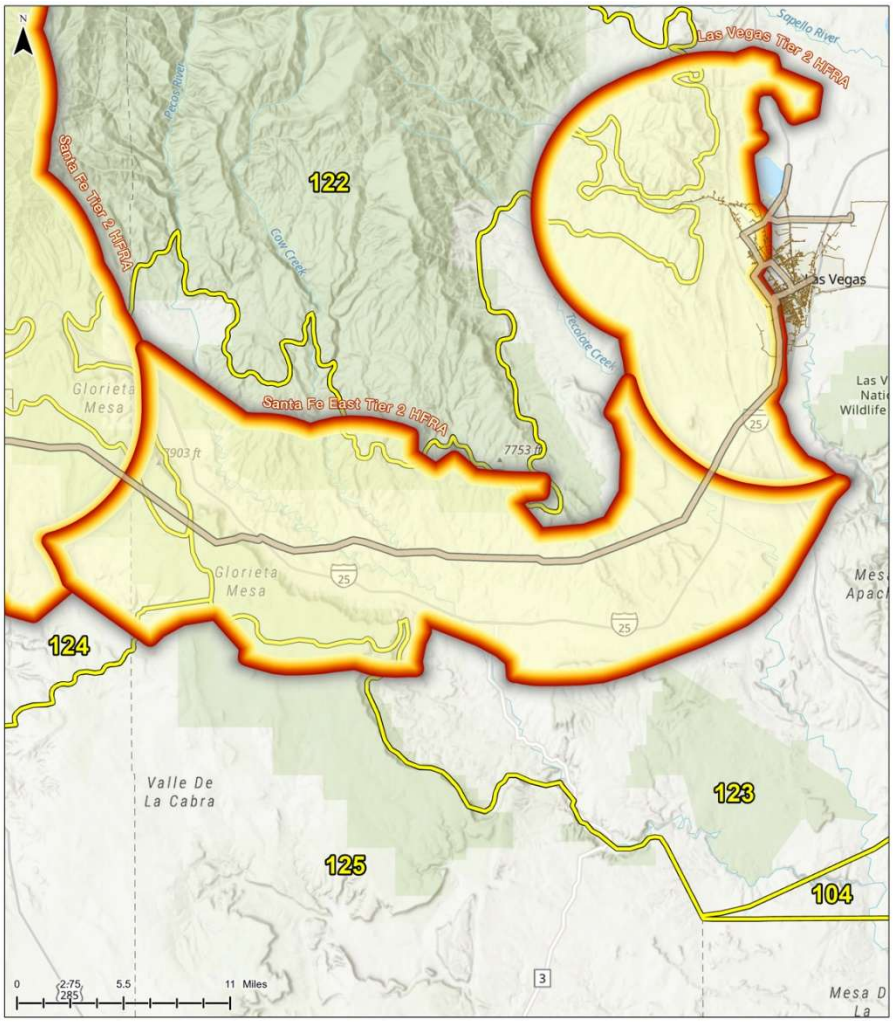
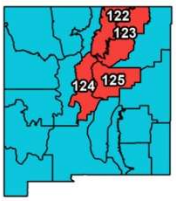


NM High Fire Risk Areas (HFRA)
Santa Fe East Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
27.18 Miles	**0.00 Miles**
0.79% of OH Transmission System	0.00% of OH Distribution System



Fire Weather Zone(s)

- **122** Sangre de Cristo Mountains
- **123** Northeast Highlands
- **124** Sandia and Manzano Mountains
- **125** Central Highlands

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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Map Scale: 1:413,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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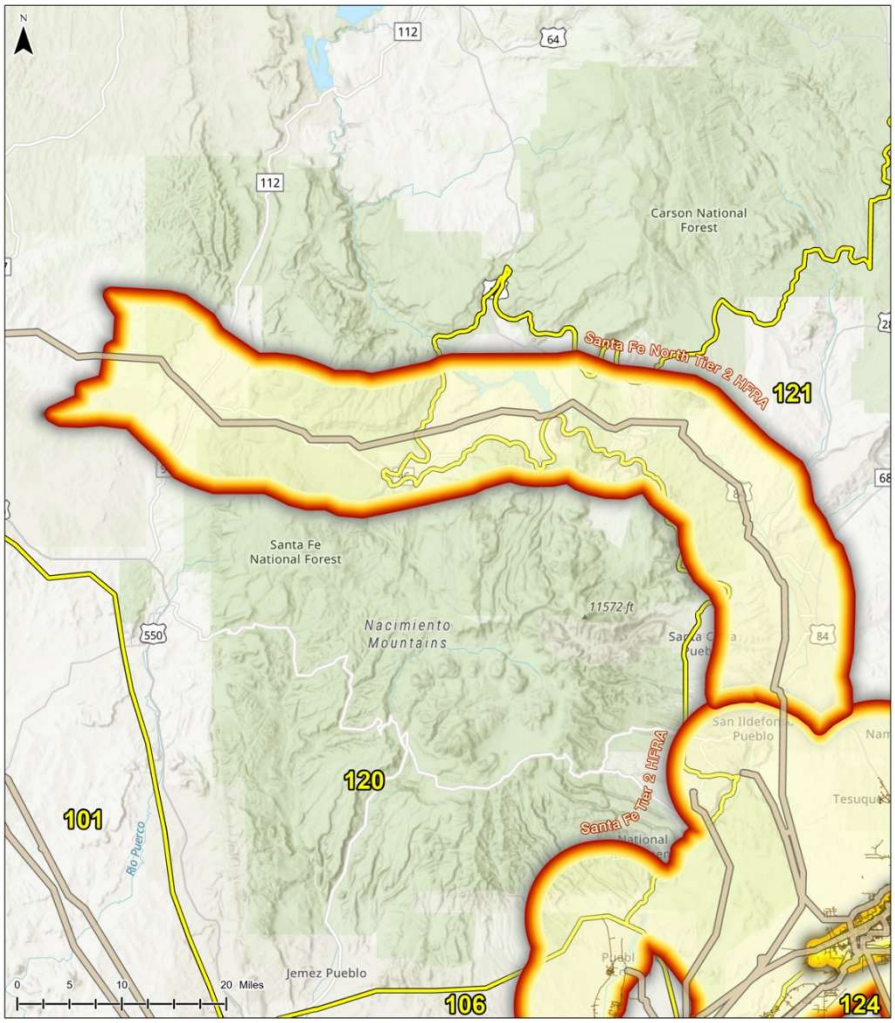
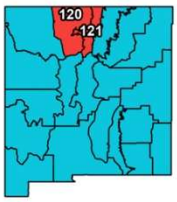


NM High Fire Risk Areas (HFRA)
Santa Fe North Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
74.21 Miles	**0.00 Miles**
2.15% of OH Transmission System	0.00% of OH Distribution System



Fire Weather Zone(s)

120 North Central Mountains

121 Upper Rio Grande Valley and Lower Chama River Valley

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

Date Exported: 11/19/2024
Map Scale: 1:767,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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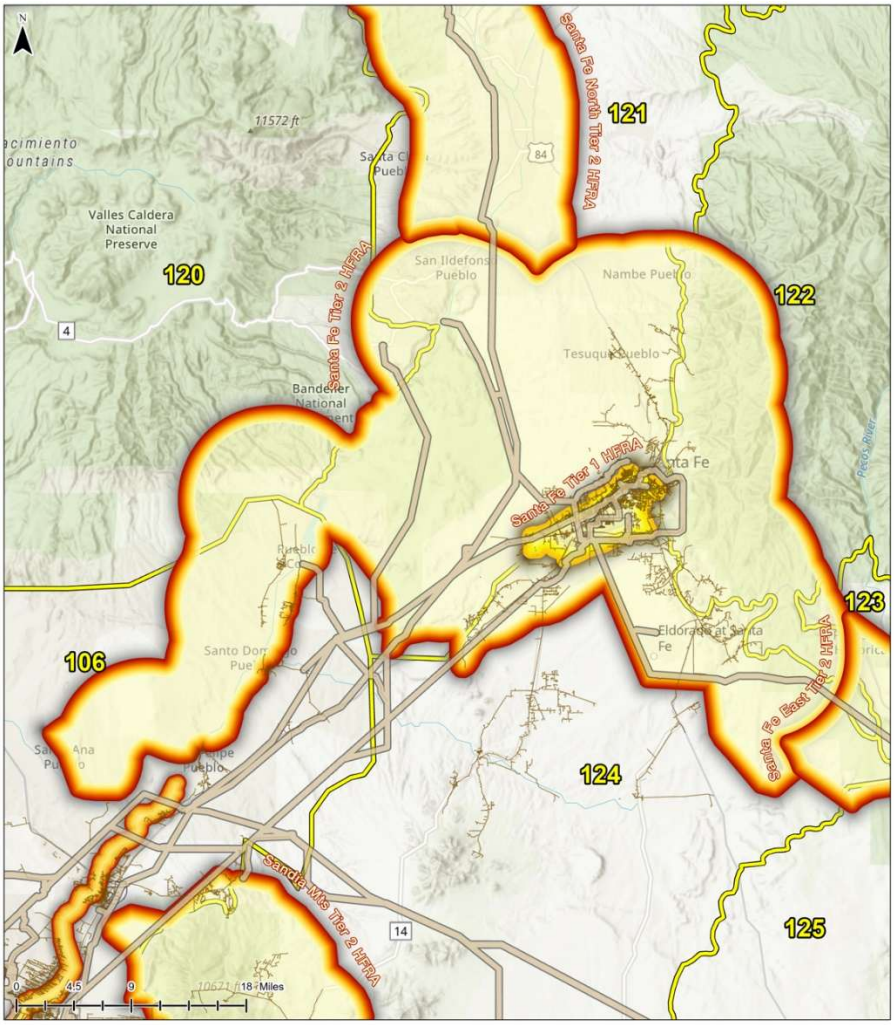
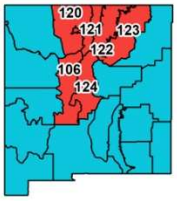


NM High Fire Risk Areas (HFRA)
Santa Fe Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
147.58 Miles	**378.49 Miles**
4.28% of OH Transmission System	4.17% of OH Distribution System



Fire Weather Zone(s)

- **106** Middle Rio Grande Valley
- **120** North Central Mountains
- **121** Upper Rio Grande Valley and Lower Chama River Valley
- **122** Sangre de Cristo Mountains
- **123** Northeast Highlands
- **124** Sandia and Manzano Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

Date Exported: 11/19/2024
Map Scale: 1:628,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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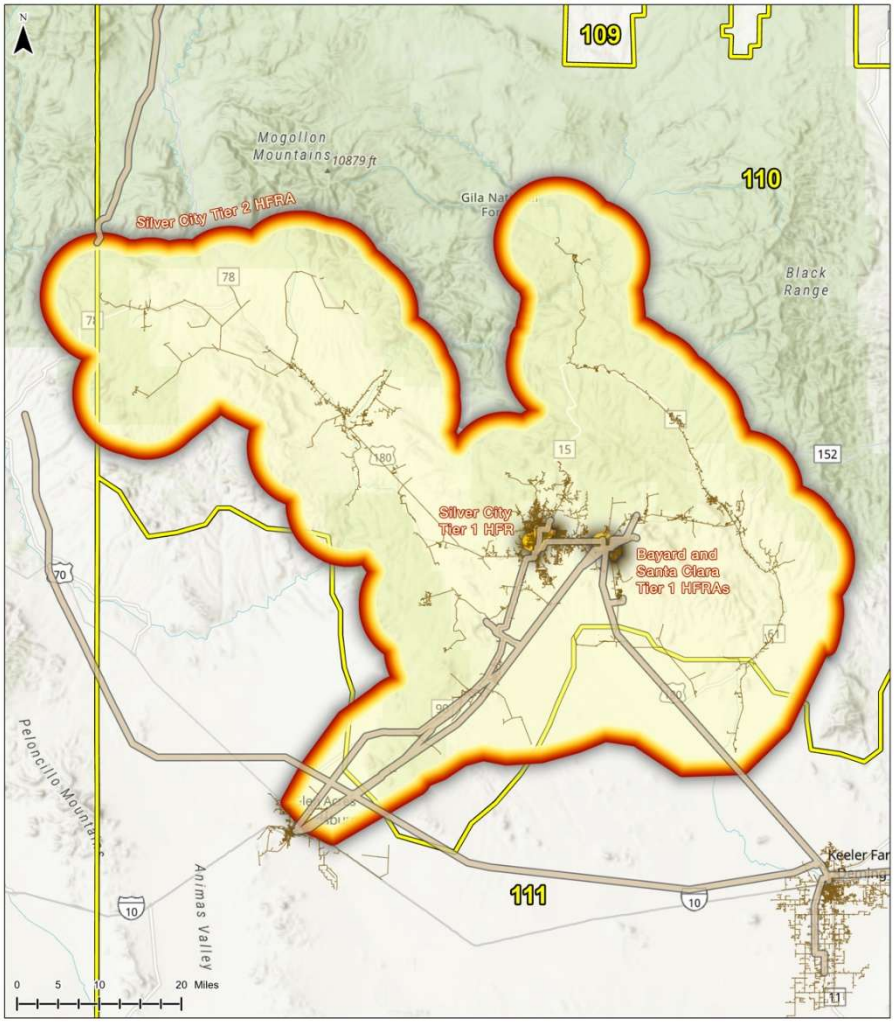
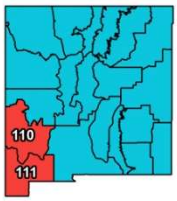


NM High Fire Risk Areas (HFRA)
Silver City Tier 2

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
190.13 Miles	**1,188.27 Miles**
5.52% of OH Transmission System	13.08% of OH Distribution System



Fire Weather Zone(s)

110 Southwest Mountains

111 Southwest Deserts and Lowlands

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

Date Exported: 11/19/2024
Map Scale: 1:975,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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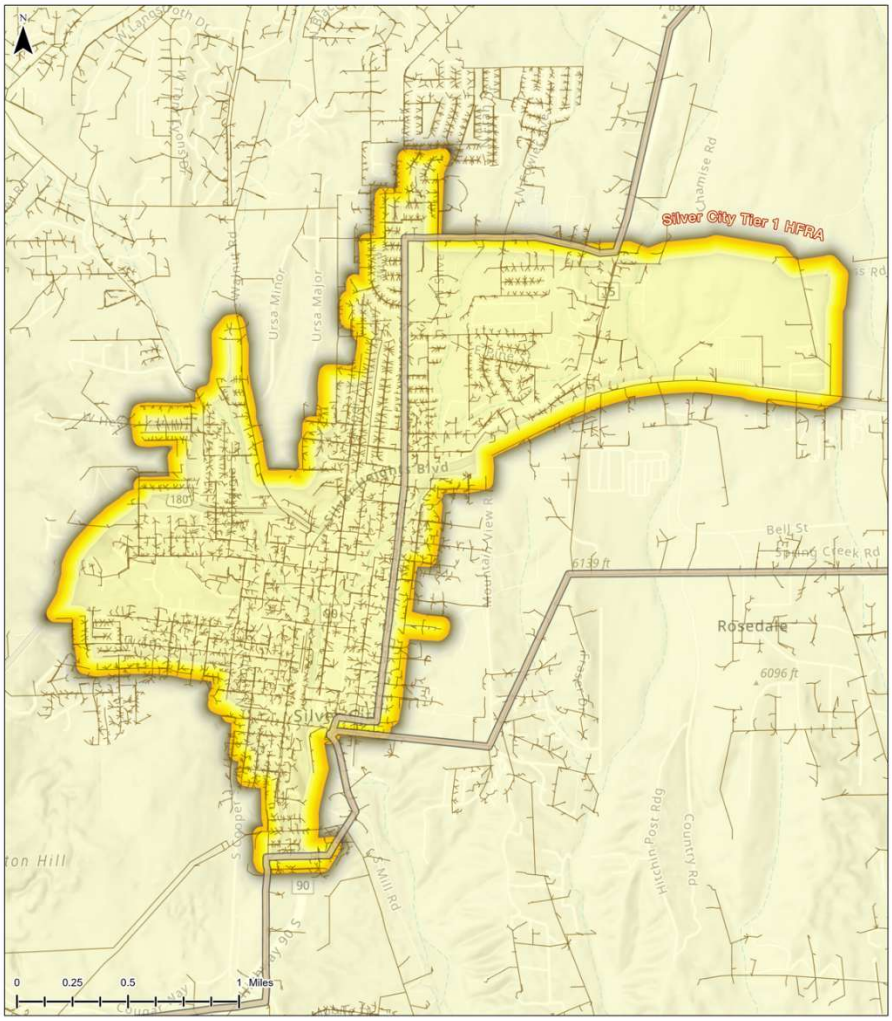
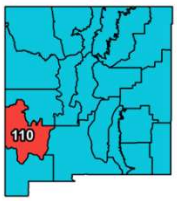


NM High Fire Risk Areas (HFRA)
Silver City Tier 1

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
2.69 Miles	**125.44 Miles**
0.08% of OH Transmission System	1.38% of OH Distribution System



Fire Weather Zone(s)

110 Southwest Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

Date Exported: 11/19/2024
Map Scale: 1:36,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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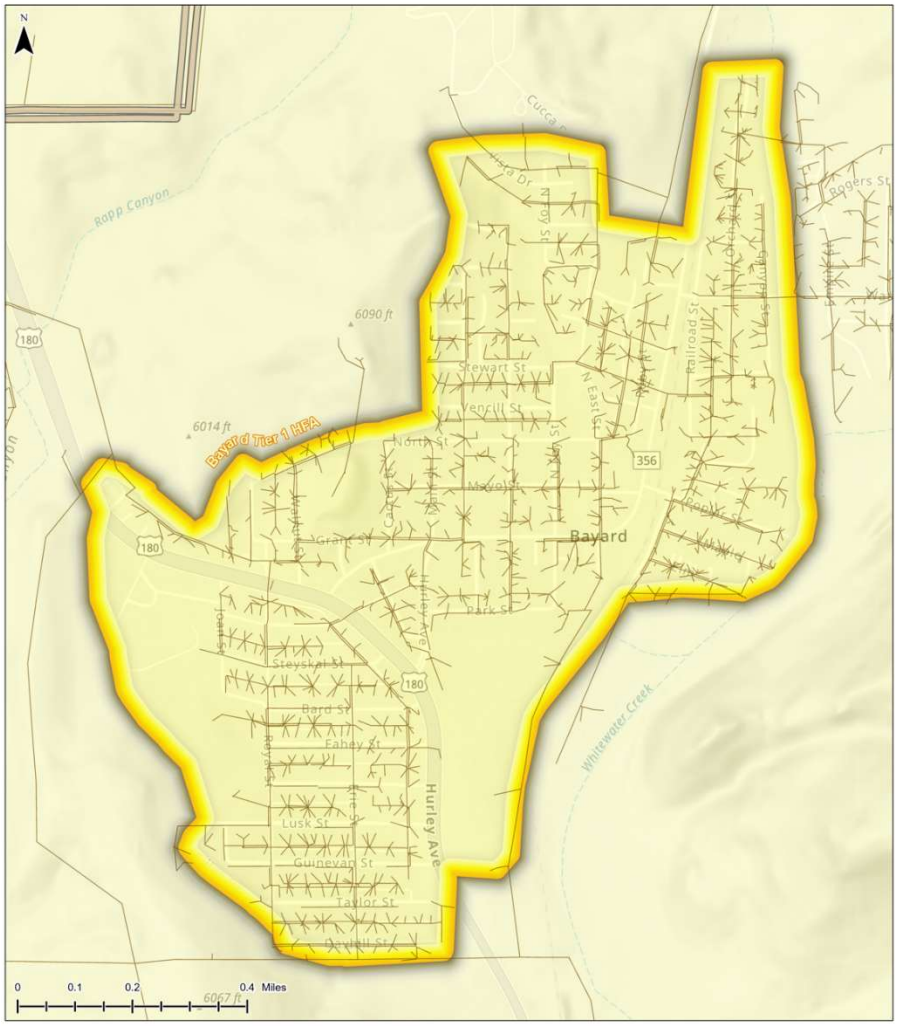
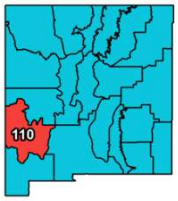


NM High Fire Risk Areas (HFRA) Bayard Tier 1

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
0.00 Miles	**38.66 Miles**
0.00% of OH Transmission System	0.43% of OH Distribution System



Fire Weather Zone(s)

110 Southwest Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

Date Exported: 11/19/2024
Map Scale: 1:14,000
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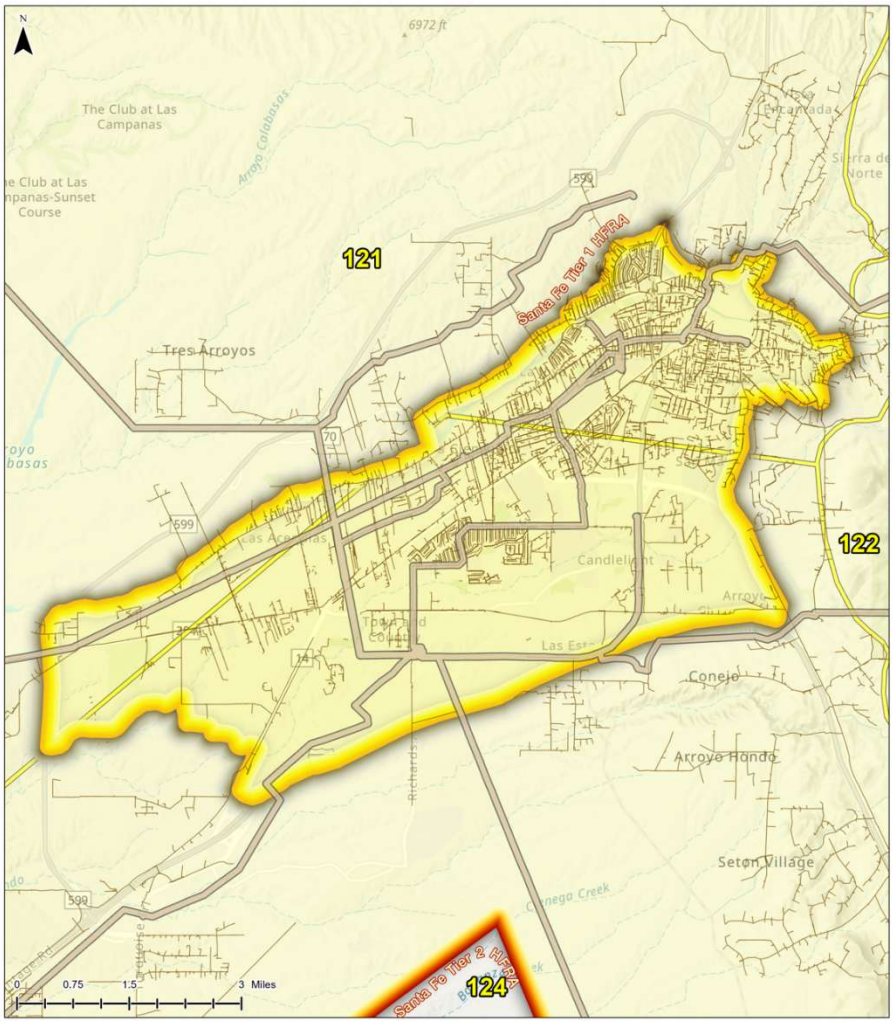
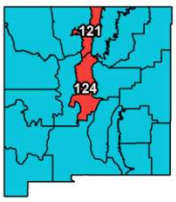


NM High Fire Risk Areas (HFRA)
Santa Fe Tier 1

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
36.51 Miles	**328.10 Miles**
1.06% of OH Transmission System	3.61% of OH Distribution System



Fire Weather Zone(s)

121 Upper Rio Grande Valley and Lower Chama River Valley

124 Sandia and Manzano Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

Date Exported: 11/19/2024
Map Scale: 1:107,000
Credits: PNM, National Weather Service, US Forest Service, Esri Basemap

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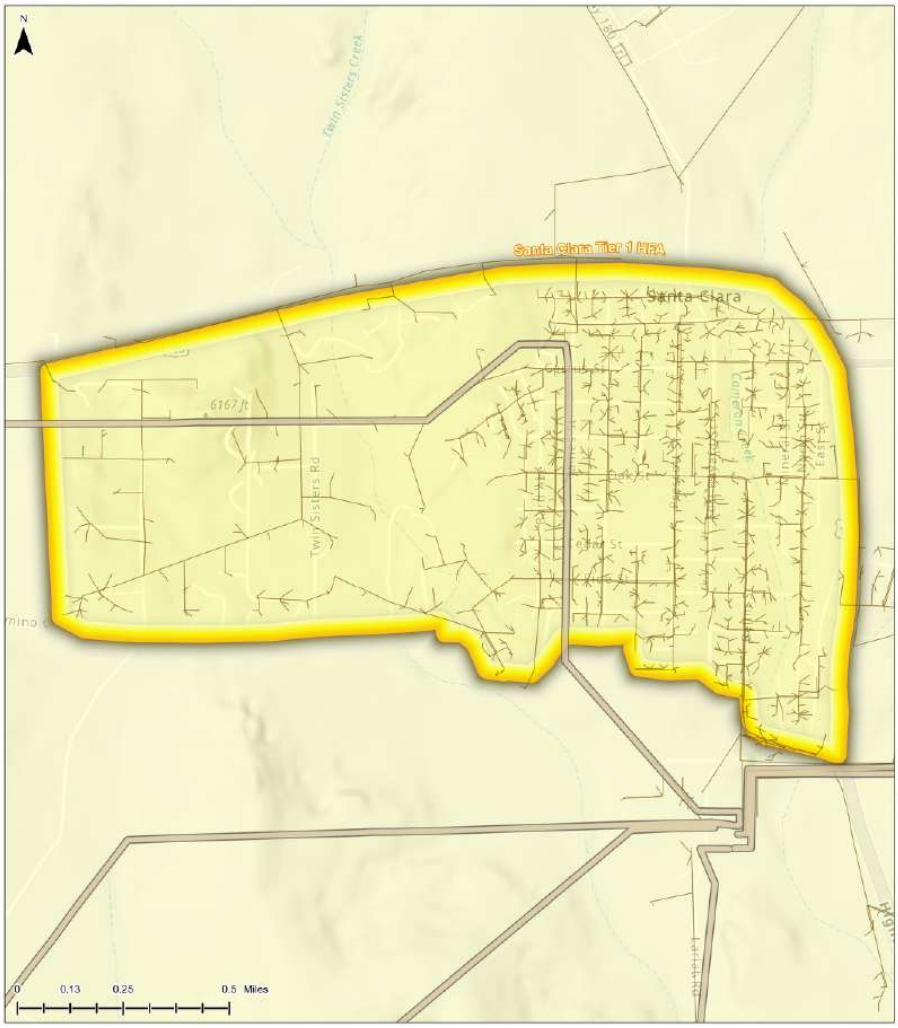
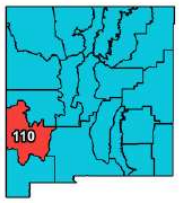


NM Hazardous Fire Areas (HFAs)
Santa Clara Tier 1

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFAs
- Tier 2 HFAs
- NM Fire Weather Zones

OH Transmission in HFA	OH Distribution in HFA
1.67 Miles	**37.15 Miles**
0.05% of OH Transmission System	0.41% of OH Distribution System



Fire Weather Zone(s)
110 Southwest Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFA.

Date Exported: 11/19/2024
Map Scale: 1:19,000
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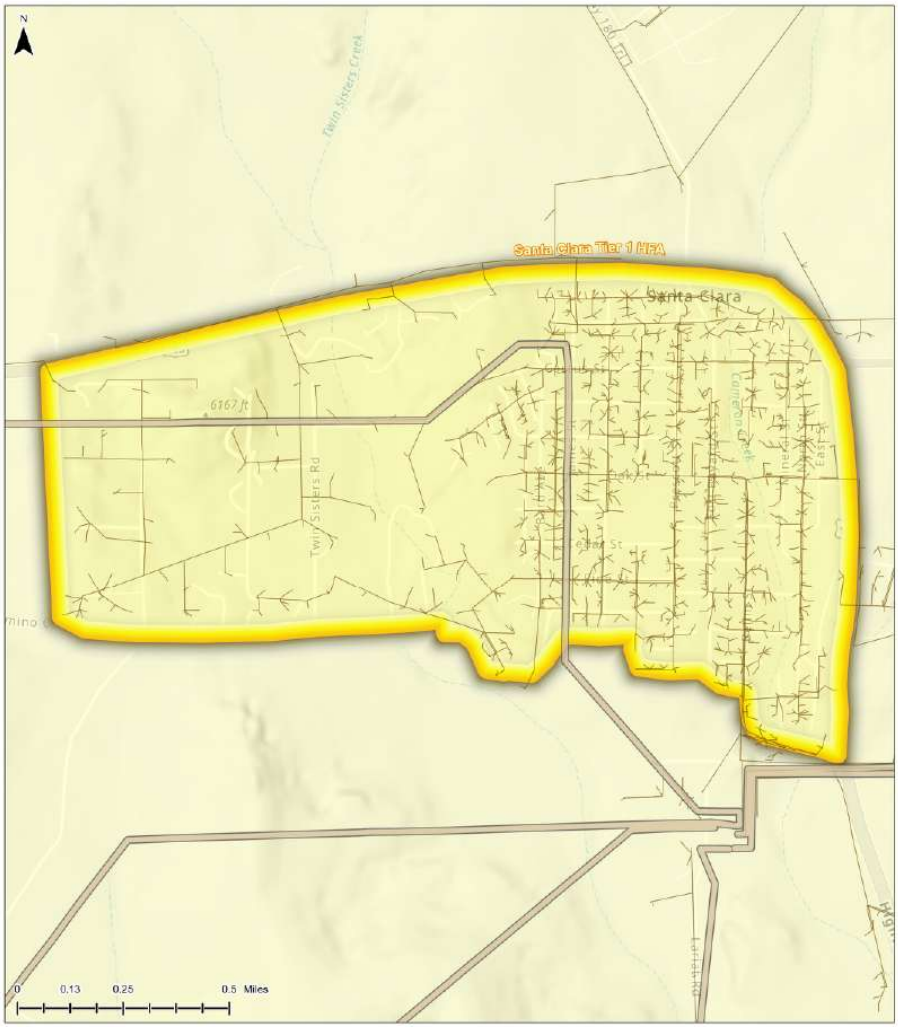
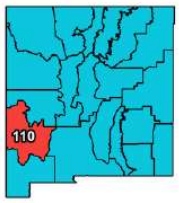


NM Hazardous Fire Areas (HFAs)
Santa Clara Tier 1

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFAs
- Tier 2 HFAs
- NM Fire Weather Zones

OH Transmission in HFA	OH Distribution in HFA
1.67 Miles	**37.15 Miles**
0.05% of OH Transmission System	0.41% of OH Distribution System



Fire Weather Zone(s)
110 Southwest Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFA.

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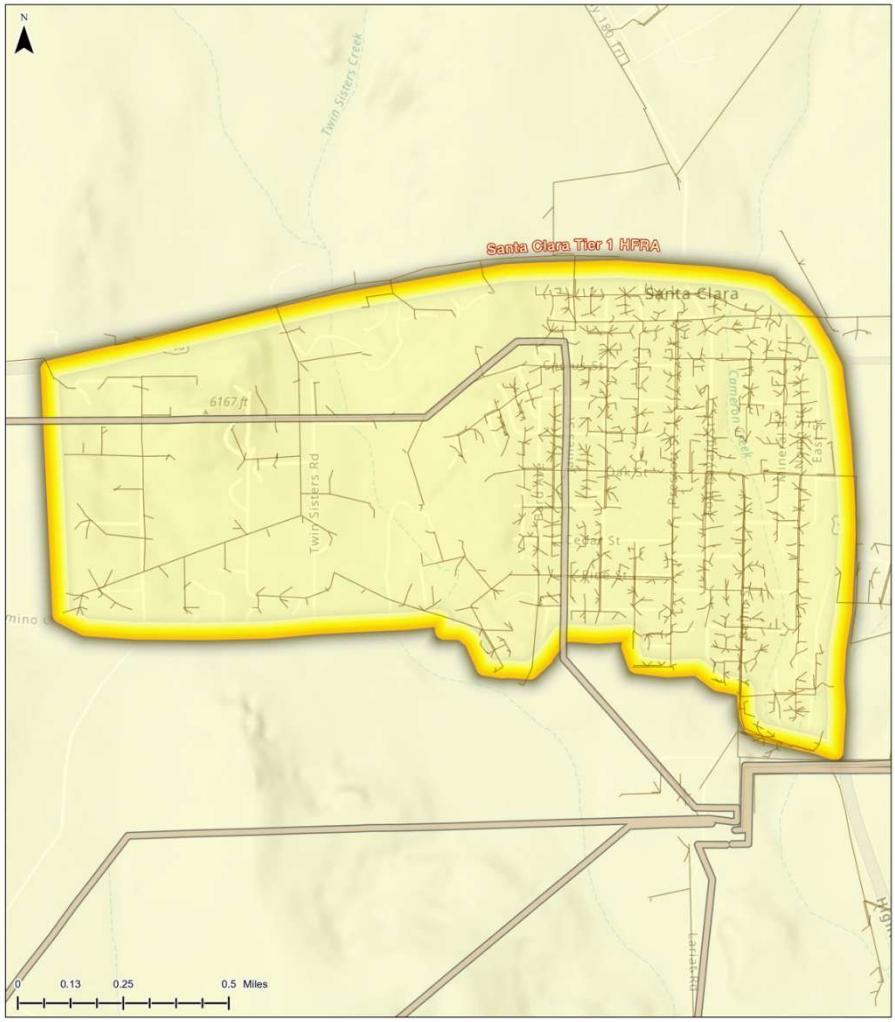
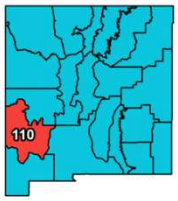


NM High Fire Risk Areas (HFRA)
Santa Clara Tier 1

Legend

- Overhead Transmission Line
- Overhead Distribution Feeders
- Tier 1 HFRAs
- Tier 2 HFRAs
- NM Fire Weather Zones

OH Transmission in HFRA	OH Distribution in HFRA
1.67 Miles	**37.15 Miles**
0.05% of OH Transmission System	0.41% of OH Distribution System



Fire Weather Zone(s)

110 Southwest Mountains

Note: The National Weather Service uses Fire Weather Zone boundaries when issuing Red Flag Warnings. This reference map shows all Fire Weather Zones intersected by the HFRA

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PNM PUBLIC SAFETY POWER SHUTOFF PLAN – TECHNICAL GLOSSARY

Term	Definition
After Action Reporting (AAR)	A structured debriefing to assess the effectiveness of an event or plan and identify improvements.
Application Programming Interface (API)	A set of functions that allows software to interact with other software or data sources.
Composite Risk Index (CRI)	A calculated value combining multiple risk factors to assess wildfire potential.
Crisis Management and Resilience (CMR)	A team focused on handling emergencies and maintaining operational resilience at PNM.
Critical Facilities	A facility that due to its function case the potential to cause bodily harm, property damage, or disruption of vital socioeconomic activities if its functionality is impaired.
Distribution Assets	The network that delivers electricity from high-voltage transmission lines to consumers at usable voltages
Distribution Operations Center (DOC)	The hub for monitoring and controlling distribution grid operations.
Emergency Operations Center (EOC)	A central location for coordinating emergency response activities stood up at PNM when threshold criteria are met.
Energy Release Component (ERC)	A fire index estimating the potential energy released per unit area.
Federal Emergency Management Agency (FEMA)	A US government agency responsible for coordinating disaster relief efforts and supporting citizens in preparing for, protecting against, responding to, recovering from, and mitigating all hazards
Field Inspections	On-location patrols of electric assets performed to assess for damages.
Fire Weather Zones (FWZ)	Geographic regions used by the National Weather Service for issuing fire weather alerts.
Geographic Information System (GIS)	A system for mapping and analyzing spatial data.
High Fire Risk Area (HFRA)	Areas identified as having elevated wildfire risk.
Incident Commander (IC)	The person responsible for managing incident operations during an emergency. This person manages the EOC.
Indji Watch	A situational awareness tool used for monitoring weather and hazard alerts.
Isolation Plan	A coordinated plan to identify points that power can be isolated between in the electric grid.
Met Station	See Remote Automated Weather Station (RAWS)
National Weather Service (NWS)	A component of the National Oceanic and Atmospheric Administration (NOAA) responsible for providing weather, water, and climate data, forecasts, warnings, and impact-based decision support services to protect life and property, and enhance the national economy.
New Mexico Department of Homeland Security and Emergency Management (NMDHSEM)	A government organization that works to protect the people of New Mexico and the nation through a comprehensive and coordinated program of mitigating hazards, preparing for emergencies, preventing attacks, and recovering from disasters regardless of cause.
New Mexico Operations (NM Ops)	PNM's operational leadership in New Mexico.

Term	Definition
North American Electric Reliability Corporation (NERC)	An organization ensuring reliability of the North American power system.
Power Operations (PWOP)	The operational group at PNM overseeing transmission grid functions.
Public Safety Power Shutoff (PSPS)	Planned power outages to reduce wildfire risk.
Public Service Company of New Mexico (PNM)	A utility company responsible for electricity in many parts of New Mexico.
Red Flag Warning (RFW)	A National Weather Service (NWS) alert issued when weather conditions support extreme wildfire behavior, including high winds, low humidity, and dry fuels.
Remote Automated Weather Station (RAWS)	A network of weather monitoring stations providing real-time data to assess fire danger conditions. Also referred to as a "Met Station"
Restoration Plan	A coordinated plan to safely restore power after an outage or PSPS event.
Senior Vice President (SVP)	An executive leadership role within an organization.
Severe Fire Danger Index (SFDI)	A metric used to estimate the severity of fire danger.
Short Message Service (SMS)	A text messaging protocol used for mobile alerts.
Situational Awareness (SA)	Real-time understanding of events or conditions to inform decision-making.
Special Weather Statement (SWS)	NWS issued alerts for potentially hazardous weather conditions.
Threat Level	NWS issues 'threat level' for weather conditions.
Transmission Assets	High-voltage power lines and substations that move bulk electricity from generation facilities to distribution substations.
Transmission & Distribution (T&D)	Electrical infrastructure for moving electricity from generation to consumers.
Unmanned Aircraft System (UAS)	Drones used for inspections and monitoring during wildfire events.
United States Forest Service (USFS)	A federal agency that manages public lands and forests.
Wildfire Mitigation Plan (WMP)	A utility plan to reduce wildfire risk through operational practices.